

Balance Service



METTLER TOLEDO Service

- Preventative Maintenance
- Calibration and Certification
- Measurement Uncertainty
- Regulatory Compliance

Guaranteed Better Weighing Results
Through Performance Verification

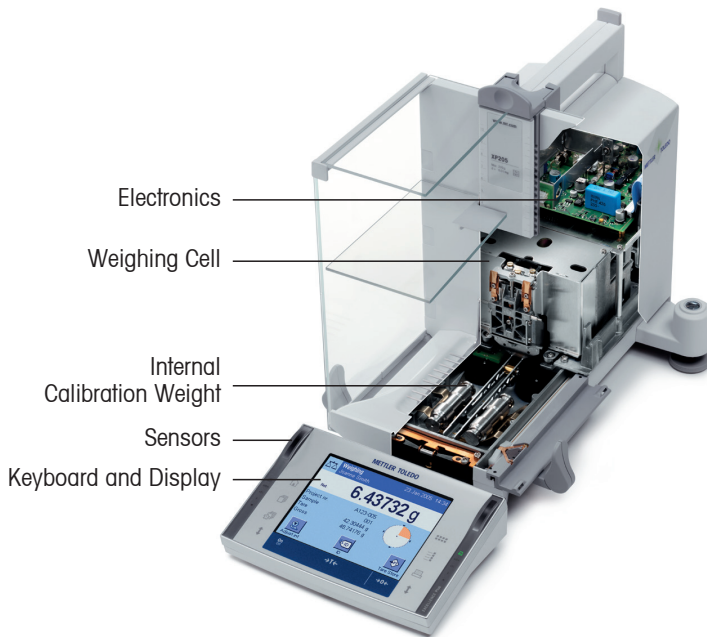
METTLER TOLEDO



Security – Efficiency – Convenience

Benefit from GWP® in Your Operations

The METTLER TOLEDO approach to service is about more than just fixing a breakdown. It is about obtaining accurate results, compliance with appropriate quality standards and an efficient response from a reliable business partner. As a customer of METTLER TOLEDO you have access to a professional team of locally based Field Service Representatives, ensuring you of a quick and effective response when you need it most. Regular preventive maintenance and calibration of your balance will ensure continuous reliability and conformance to ISO, GxP and HAACP quality standards. Each service option below offers its own unique set of benefits. The colored tabs will help you obtain the maintenance level that best suits the demand of your work environment and application.



Comprehensive Care

Full Preventative Maintenance

Basic Preventative Maintenance

■	■	■	Check level position
■	■	■	Balance calibration
■	■	■	Clean and polish pan
■	■	■	Testing of electronics
■	■	■	Testing of sensors
■	■	■	Keyboard and display functions
■	■	■	External cosmetic cleaning
■	■	■	Span adjustment
■	■	■	Adjustment to manufacturer specifications
■	■	■	Internal functional cleaning
■	■	■	Testing of printer function (if connected as a peripheral)
■			Check and replace battery if necessary
■			Labor, parts, travel in case of breakdown
■			Priority Service

Maintenance Activity

Benefit

Balance Calibration	Testing of eccentricity, linearity and span to ensure accurate and reliable weighing results.
Internal and external cleaning of balance	Prevents dust from entering the weigh cell and electronics. Expands life span of equipment.
Battery check	Assures user settings, time and date stamps.
Breakdown coverage	Fixed, planned expenses for the term of the agreement—no financial risk.



Balance Calibration

Your new METTLER TOLEDO balance should be calibrated before it is put into daily operation. This is the safest way to ensure accurate results on the first day of weighing. METTLER TOLEDO also recommends you have your new balance calibrated and serviced during the warranty period for continued reliable weighing. METTLER TOLEDO offers several levels of calibration documentation to ensure all of your balances are calibrated according to your laboratory guidelines and within your budget. Whether you have to satisfy ISO9000/17025 requirements or follow GLP/ GMP or HAACP guidelines, one of the certificates below will match your needs.

Industries	Norms/Requirements	MC	AC	USP	MW
Pharmaceutical	GLP/GMP/USP	■		■	■
Biotechnology	GLP/GMP/USP	■		■	■
Food and Beverage	HAACP	■		■	■
Flavors and Fragrances	HAACP	■		■	■
Cosmetics	HAACP	■		■	■
Chemical	ISO9000	■	■		■
Metal	ISO9000	■	■		■
Electro	ISO9000	■	■		■
Plastics	ISO9000	■	■		■
Automotive	ISO17025		■		■
Energy/Nuclear	ISO17025		■		■
Testing Labs	ISO17025		■		■
Education	Internal Standards	■	■		■

MC ISO9000 Manufacturer Certificate
AC ISO17025 Accredited Certificate
USP Certificate Measurement Uncertainty USP
MW Certificate METTLER TOLEDO MinWeigh

Balance Qualification

Take away the guess work when you need to ensure quality and regulatory compliance. METTLER TOLEDO offers options for fast and professional balance qualification: EQ-Pac, IPac and GWP® Verification.

Benefits

Save Time

Increase Productivity

Ensure Compliance

Features

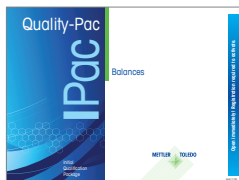
No time wasted – a quick initial qualification allows you to start working with the balance – immediately.

Users receive product familiarization to ensure productive and safe working processes.

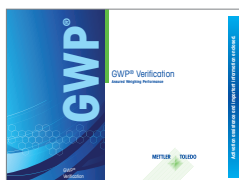
EQ-Pacs and IPacs limit the risk of noncompliance during FDA audits and other quality management system assessments.



EQ-Pac covers the full range of Equipment Qualification (EQ) and is mainly used in the Pharmaceutical and Biotechnology industry. EQ-Pac is perfect for customers who prefer the entire qualification process is documented in a format designed and provided by the manufacturer. EQ-Pac includes Installation Qualification (IQ), Operational Qualification (OQ) and Performance Qualification (PQ).



IPac ensures qualified IQ/OQ processes in all industries and is ideally suited for integration into an existing quality management system. These Pacs are designed for customers who require a professional equipment installation by the manufacturer.




GWP Verification proves that your balances and scales are accurate and meet process quality and regulatory requirements. Furthermore, GWP Verification provides you with all the information you need to calibrate and test your equipment efficiently. This service is available for all balances and scales from any supplier.

www.mt.com/service

For more information



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LSV-0413-LIT