

Service Agreement Checkweighers, Metal Detectors, X-ray

Invest in peace of mind with a Thermo Scientific service agreement.
Ensure minimum downtime, with known costs and priority response times,
all tailored to your individual requirements.

Priority One service agreements provide that responsive personal attention you expect from a world leader in serving science. Our global network of factory-trained service engineers and support staff ensure your system uptime is maximised.

Reduced Downtime

Dramatically reduce production downtime and unnecessary product give-away through regular preventive maintenance and pre-scheduled calibration visits.

Flexible Coverage

We understand that every customer has their own unique requirements. That is why we give a choice of service agreements, ranging from quick, convenient telephone support through to unlimited on-site, round-the-clock coverage.

Priority Response

Our contracted customers receive priority response over non-contract customers.

Parts

Your system is a sophisticated, precision instrument. To keep it operating at maximum productivity, we recommend that you only use original manufacturers certified parts. All our parts are guaranteed to perform to our instruments' rigorous design specifications.

Predictable Costs

A service agreement provides on-site service for a specific instrument with the highest levels of response, at predictable costs allowing you to support your annual maintenance expenditure.

Service Options

Service Agreements

Breakdown Visits

On-Site Maintenance

Depot Repair

Training

Calibration

Certification

Parts & Consumables

Technical Support

Applications Support

Product Inspection Services



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Offerings	Platinum	Gold	Silver	Bronze
Calibration	✓	✓	✓	✓
Calibration Certificate	✓	✓	✓	✓
Preventive Maintenance	✓	✓	✓	
Technical Phone Support – 08:30-17:00 [†]	✓	✓	✓	✓
Technical Phone Support – 17:00-22:00 [†]	✓	✓		
Travel Costs	✓	✓	10%	
Labour Costs	✓	✓	10%	
Parts Costs	✓	10%	5%	
Software Upgrades	✓	✓		
System Upgrades	10%			

[†] Technical phone support may vary from country to country

Additional Supplements

- 24 x 7 telephone technical support
- Additional calibration visits
- Multiple year agreements
- 365 breakdown cover*
- Enhanced response times
- Additional preventive maintenance visits
- Global multi-site agreements
- Validation
- Out-of-hours calibration visits
- Operator review
- Weekend cover*

* Available on Gold and Platinum contracts only

Quality

All of our engineers are factory trained, and our manufacturing sites are ISO9001 registered and compliant. A machine calibration adjusts your instrument performance and we provide traceable certification for your quality systems.

Priority One Customer Care Product Lines

Checkweighing—Our high-speed checkweighers help you control underfill and overfill, maximizing your profits
 Metal Detection—High-performance detection of metal contaminants, helping you to protect your brands
 X-ray Inspection—Advanced detection of contaminants, missing / broken items and fill height detection
 Bulk Weighing and Monitoring—Industrial in-motion weighing, inspection and monitoring equipment, increasing process control
 Constituent Analysis—Real-time information on moisture, fat and protein content, controlling your product quality
 Beverage—Fill height detection, contaminant detection, CO₂ analysis, ensuring product quality



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