



Dear Customer

Thank you for your interest in our service and maintenance contracts.

Our engineers can provide regular preventative maintenance visits that will help to increase the life expectancy of your equipment and calibration checks that will provide traceable documentation to support your quality management system, all at competitive prices.

Please find enclosed, detailed information on our service support levels and a service agreement application form.

Our service packages can include the following:

- Preventative Maintenance – includes thorough cleaning, load cell and functionality check
- Standard calibration providing a series of tests to verify the performance of your scale
- An ISO9001:2000 Calibration certificate per machine detailing as found and post adjustment results, certificates are traceable to national standards.
- Contract customers receive priority response to call-outs plus preferential labour and travel rates.
- Contract customers also receive preferential hire rates for scales whilst repairs are carried out on existing equipment and discounted spares.

All our engineers hold the SPA Health and Safety passport, these are carried at all times.

Our Service, Calibration, Repair and Calibration activities are audited yearly by the British Standards Institute and meet the ISO9001:2000 standard. Our registration number is: FM41405.

As well as calibration and servicing scales, we also supply a range of new equipment. At our factory in Leicester we manufacture a range of high quality standard and bespoke weighing scales, these scales are supplied to a range of prestige trade customers as well as end users. We also supply new OEM equipment from major manufacturers such as Ohaus, Mettler Toledo, Salter Brecknell and Sartorius.

To arrange for a quotation please return the service forms via fax or post (number & address below). Should you require any further information, please contact me on the direct telephone number or at the email address shown below.

Yours sincerely

Paul Cooke
Service Manager
paul.cooke@mws.ltd.uk



Betterweigh Leicester Service Division
Service Agreement Quotation Form

Please return by fax on 0845 260 2612 Or email scales list to service@mws.ltd.uk

Company Details:

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Contact Name:	
Phone Number:	
Email Address:	
Working Hours:	

Service Agreement Levels:

Smarter365:

Bronze level agreement - Includes scheduled maintenance visits, calibration (if required), traceable calibration certificates, technical advice and discounted hire rates.

Smarter48:

Silver level agreement - Includes scheduled maintenance visits, calibration (if required), traceable calibration certificates, technical advice, discounted hire rates and call out costs (arrival within 48hrs).

Smarter24:

Gold level agreement - Includes scheduled maintenance visits, calibration (if required), traceable calibration certificates, technical advice, discounted hire rates, discounted spares, call out costs (arrival within 24hrs) and labour.

n.b.

Agreements cover yearly preventative service and calibration, a quotation for a higher frequency of visits is available upon request.

Agreement Level:		Frequency of Visits:	
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Equipment Details:

Manufacturer:	Model:	Capacity:	Graduation: