

## Customised tiers

With four tiers of benefits, there's a preventative maintenance plan to suit every operation. We'll work with you to understand your requirements and develop a bespoke support programme to fit your budget and objectives.

Features	Benefits	Gold	Diamond	Platinum	Platinum Plus
Calibrations	Choose traceable, UKAS or both	●	●	●	Tailored, fully managed service
	Inspection of machine	●	●	●	
	Levelling of machine	●	●	●	
	As-found readings	●	●	●	
	Definitive readings	●	●	●	
	On-demand certification issued via online asset management system	●	●	●	
Servicing and adjustments	Full clean down, servicing, mechanical and electrical adjustments (as necessary)	●	●	●	
Reporting	Scheduled works report	●	●	●	
	Completed works report	●	●	●	
	Equipment condition report	N/A	●	●	
Engineer support	Call-outs (Monday - Friday 08.30-16.30)	Attend within 5 days	Attend within 72 hours	Attend within 24 hours	
	On-site labour discount	N/A	N/A	N/A	
	Off-site technical support (phone and email)	Provided within 48 hours	Provided within 24 hours	Provided within 4 hours	
Equipment purchase	Weighing equipment discount	N/A	5%	10%	
	Spares discount	N/A	5%	10%	
Equipment Hire	Complimentary hire period (during repairs)	7 days	14 days	28 days	
	Hire discount (outside of repairs)	N/A	25%	50%	
Service Centre repairs	Inspection fee	£50	£25	FOC	
	Labour discount	N/A	10%	20%	

