

InTouchSM Services

For IND570 Terminal Applications



Improve Uptime

Weighing processes are often essential to your production. Therefore, it is important to maintain the performance and reliability of your scales. InTouch Services enable issues to be identified immediately so that you achieve your production goals.



Resolve Incidents Quickly

InTouch monitors the operating condition of your scale system and sends an alert when an important parameter changes. You receive notice and we react to proactively and quickly investigate and take appropriate actions to resolve potential problems.



Maintain Security

InTouch uses the highest level of third-party certified network security to implement safe, reliable, encrypted communications. Your proprietary data never leaves your facility and you authorize the diagnostic access level for our remote technicians.



Receive On-Site Support

InTouch Services compliment an appropriate Maintenance Agreement so that you get the METTLER TOLEDO preventive maintenance, calibration and repair services you need, when you need them.



Know About Problems Before They Occur

IND570 Industrial Weighing Terminals adapt to your critical applications. Each IND570 can also be complemented by our InTouch Services. With InTouch, your weighing process is given a voice to speak up and let you know when something needs attention. Your METTLER TOLEDO support team can also be alerted so that you stay focused on critical tasks while we intervene to help keep your process productive and in specification.

InTouch helps you with:

- Better uptime performance
- Performance within specifications
- Periodic asset health reports

InTouch Services

For Critical IND570 Applications

InTouch Monitoring

The IND570 monitors its operation state for alarm conditions and can also be configured to create alerts when an important event occurs. For critical applications, InTouch makes sure that these messages do not go unnoticed, helping you to avoid an interruption to your process.

Example Alarms and Events include:

- RAM Battery Critically Low
- Calibration Expired
- Calibration Control Limit Failure
- Remote I/O Communications Error
- Load Cell Excitation Low
- Scale Over Capacity
- Calibration Test Passed
- Zero Captured During Calibration

InTouch Service Products

METTLER TOLEDO offers two InTouch service products that, when paired with our Maintenance Plans, provide the level of service appropriate to your application:

- **Remote Monitoring:** This foundation service for InTouch manages communications between the IND570 and our InTouch Service Center. You are automatically notified when the IND570 needs attention so you can take needed action.
- **Remote Support:** This service complements Remote Monitoring by alerting our Service Center technicians so they can investigate when the IND570 needs attention or if you call with an issue. They will take action to resolve problems remotely or will dispatch an informed field technician when necessary.

Complementary Maintenance Plans

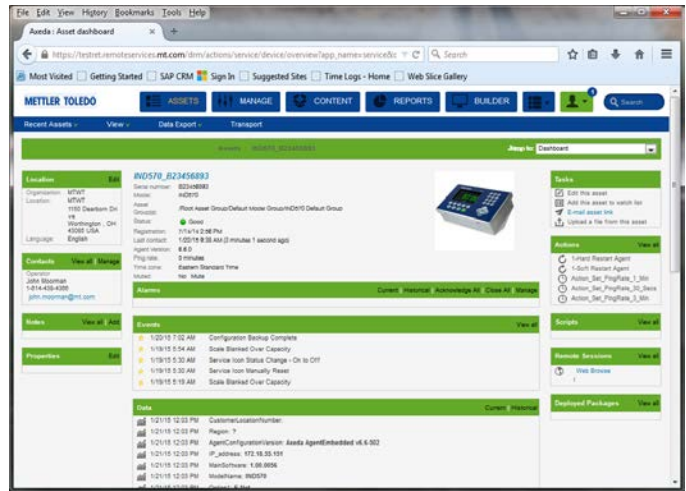
You can choose from four Maintenance Plans that may be combined with InTouch Service Products for keeping your process up and running and in specification:

Service	Basic Care	Standard Care	Comprehensive Care	Extended Care
Full Preventive Maintenance On Site	•	•	•	2 Years
Discounted Repair Labor	•			
Travel Coverage		•	•	2 Years
Repair Labor Coverage		•	•	2 Years
Repair Spare Parts Coverage			•	2 Years
Remote Monitoring	•			
Remote Monitoring Plus Remote Support		•	•	2 Years
Calibration and Certification		According to Industry, Regulations and Application		



When Something Needs Attention

InTouch will make sure that Alarms and Events do not go unnoticed. When a problem is detected, you can know and we can react.



InTouch Service Center

Our remote support teams have a comprehensive view of the operational state of connected devices. The Service Center also implements rules for reacting to IND570 messages to send alerts and supporting information to enable quick investigation by our remote experts. All activities are automatically archived for historical analysis, security and reporting.

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