

Documents

METTLER TOLEDO Service

Introduction

Service Contract

Service Acknowledgement

Invoice

Customer documents

Structured and informative

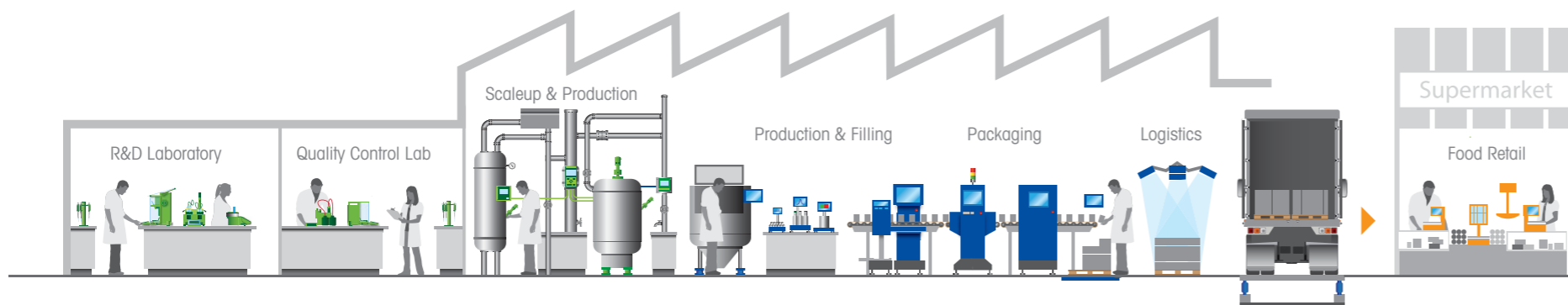
METTLER TOLEDO

The logo graphic consists of a series of parallel, slightly curved lines that create a sense of depth and movement, pointing towards the right. The lines are colored in shades of green and blue, matching the company's branding.

Introduction

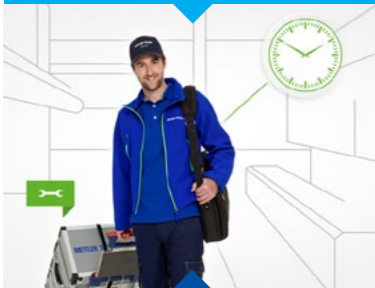
Service Solutions across Your Value Chain

Whatever the application, we provide you with a tailor-made service solution independently of industry, environment or regulation based on our four values: Availability, performance, conformity, and professional expertise. We support you in mastering your daily challenges. This helps you to guarantee product quality, on-time deliveries, regulatory compliance and appropriate user competences.



Our instruments meet the highest technical standards.
Are you aware of your most important performance-assurance needs?

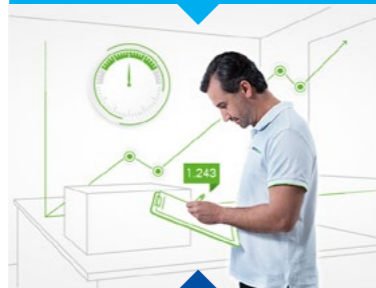
Are fast intervention and turnaround times crucial to meet your shipment & delivery dates?



Uptime

You require every minute of uptime. This means guarding against equipment breakdown, parts failure and "wear and tear" issues.

Are your measurement results meeting productivity, quality and regulatory requirements?



Performance

With periodic preventive maintenance, you achieve consistently accurate results, avoiding unexpected downtime and saving money.

Does the accuracy of your measurement equipment meet your quality requirements?



Compliance

Whether you operate under ISO 9001 or strict pharmaceutical regulations, you require documented testing procedures and an accepted calibration certificate.

Do you know how to apply metrological concepts, safety procedures and food and pharma standards to optimize your process?



Expertise

Assure you get trained and consulted on measurement technology, regulations and applications.

Over 5,000 Factory-Trained Service Specialists Worldwide

Global Presence

We serve our customers worldwide with one of the largest sales and service networks in the industry to assist you in increasing the efficiency, cost-effectiveness, safety and reliability of your operational processes. Our geographically focused market organizations ensure close relationships with users. These organizations have the flexibility to adapt support and service offerings to different user requirements.

Our factory-trained and authorized Service technicians help guarantee:

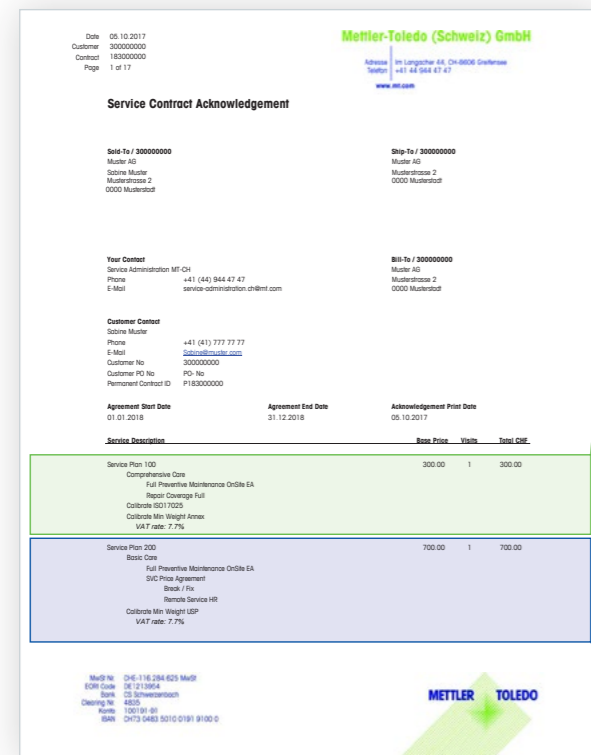
- Continuous operational manufacturing quality and maximized uptime
- Comprehensive, audit-proof and fully traceable electronic certificates
- Consistency in procedures and certified, traceable tools
- Highest operational performance for your compliance needs with combined equipment installation and qualification

Service Contract

Introduction to the new document

Legend

As well as the customer and agreement number, the new structure of the document also includes the invoice recipient in the header line (Any Company Ltd, Any Street 1, 1111 Any Town). From now on, your request will be received centrally via telephone number +41 44 944 47 47 and passed on the appropriate team. The delivery and service address is now shown on the cover sheet. The focus is on the service plans together with the relevant service products (Comprehensive Care, Basic Care, DAkkS calibration certificate, etc.). The agreed dates, equipment lists and conditions are listed in the following sections.



The service plan overview lists all service plans with their associated service products. Each of the service plans specifies the schedules and units applicable to the listed service products. For example, Service Plan 100 includes the Comprehensive Care service package in respect of the calibration certificates and any annexes related to the instruments. The Comprehensive Care service package is one of the two basic packages and consists of on-site maintenance and a repair service including spare parts. (For more detailed contents, please see the "Global Service Excellence" brochure, page 10.) For this service package, there is also the option of adding our 24/7 service option. As well as constant availability, this also enables quicker response times and more flexible on-site interventions.

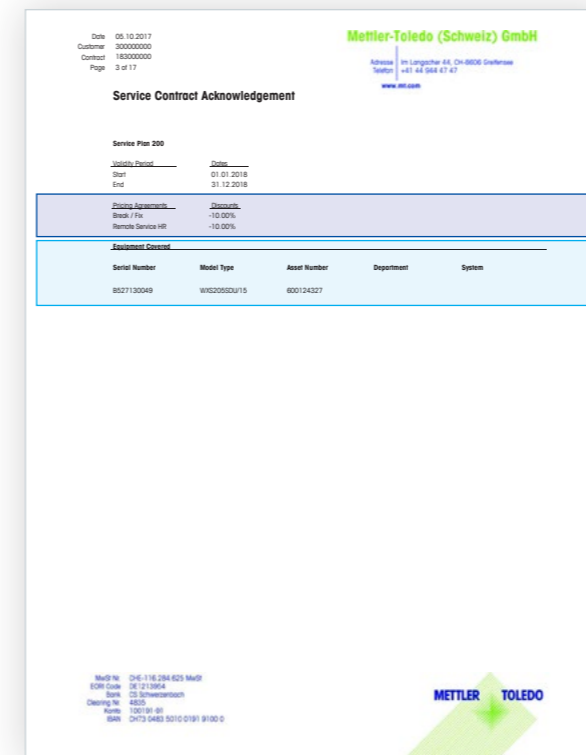
Service Plan 200, for example, includes the Basic Care service package and associated calibration certificates. The service package consists of on-site maintenance and discounted hourly rates for any repairs.

Service Contract

The agreed conditions are shown grouped by service

Legend

In the second section of the new agreement structure, you will see the agreed conditions applicable to any unplanned service interventions (in this case: -10%). This is made clear by the categorisation based on the instrument (B527130049) and service plan (100,200, etc.). The period of validity refers to the term of the service period.



By providing detailed information on the agreed conditions, we are aiming to make the process of identifying the price of any unplanned service interventions both clear and easily accessible.

Inclusion of the serial number of the instrument enables you to definitively identify the relevant conditions agreed for any unplanned service interventions. We would be happy to include any company-internal details on our documents. Feel free to contact us for further information.

Service Contract

Service plans structure the document: All service products with -dates

Legend

This view provides a summary based on an identical service period (01.07.2017), instrument (B441120650) and service package (Comprehensive Care, ISO 17025 DAkkS calibration certificate, MinWeigh annex to the DAkkS certificate). This gives an overview of the different service plans (100, 200, etc.) and a rapid summary of the services available for the instrument involved.

Service Contract Acknowledgement

Service Plan 100

Service Description	Base Price	Visits	Total CHF
101 Comprehensive Care Full Preventive Maintenance OnSite EA Repair Coverage Full Hours of Operation: Monday - Friday, 8 am - 5 pm VAT rate: 7.7%	100.00	1	100.00
106 Calibration ISO 17025 VAT rate: 7.7%	100.00	1	100.00
108 Calibration Min Weigh Annex VAT rate: 7.7%	100.00	1	100.00
Sub-Total CHF (Service Plan 100)			300.00

Equipment Covered

Serial Number	Model Type	Asset Number	Department	System
B441120650	M1160258/01	600123026		

The schedule indicates the agreed guideline schedule. This enables you the service products to be further categorised by time. The tolerance period allows us to deliver our services in a flexible way tailored to your needs.

The detailed list of service products shows the price details for each service product. Please note that the prices shown here are provided only as examples.

Service Contract

The service overview lists all instruments together with detailed information.

Legend

For the instrument with the serial number B441120650, the "Comprehensive Care" service package is offered. This consists of on-site maintenance of the instrument and the repair service including spare parts. The MinWeigh annex is included with the ISO 17025 DAkkS calibration certificate. The prices are valid for the period from 1 January 2018 to 31 December 2018. If available, customer-internal details such as the applicable cost centre, the inventory number and the instrument location are indicated.

Service Contract Acknowledgement

Serial Number Summary *

Serial Number	Model Type	Base Price	Visits	Total CHF
8441120650	M1160258/01	100.00	1	100.00
802120049	WX52050U/16	100.00	1	100.00
802120056	WX52050U/16	100.00	1	100.00

The instrument overview lists all of the information for each instrument. Here, the details of the cost centre, inventory number and instrument location are modified to fit your specific case. Would you like to change your details? Please feel free to contact us.

The specific service products for each instrument are shown in summary form.

Service Acknowledgement

Introduction to the new document

Legend

As well as your customer details, the new structure of the document also incorporates the service assignment ID (2017121903-0322) and the PO number (01234567890). Our technicians will continue to complete the document on site with the relevant services (e.g. Full Preventive Maintenance OnSite EA, Calibrate ISO17025, Calibrate Min Weight Annex). With your digital (customer) signature, you acknowledge receipt of the service and approve the document for emailing to the email address we have on file for you. Certificates are also provided in this way.

Service Assignment ID
2017121903-0322
Mettler-Toledo (Schweiz) GmbH
Im Langgacher Al. 8059 Oerflenen
Phone: +41 44 344 47 47

METTLER TOLEDO

Customer Service Acknowledgment

Customer

Company: Musterkunde AG
Address: Musterstrasse 127
City: Duzdorn
Zip/Postal: 4133
State/Province: Basel Land
Country: Switzerland

Contact: Hans Muster
Phone: 012 345 67 89
Email: hans.muster@mk.ch
Language: English
PO Number: 0123456789
Order Number: 2017121906

Service Details Job Complete

Description of Work:
Service Start Date/Time: 19.12.2017 07:00

Technician Remark:

Additional Parts

Part Number	Description	QTY	Serial Number of Part	Serial Number of Device	Cost Center
11100830	Protective cover	1		8713879002	

Scheduled Services

Service	Count	Status
Full Preventive Maintenance OnSite EA	1 Device(s)	Completed
Calibrate (ISO17025)	1 Device(s)	Completed
Calibrate Min Weight Annex	1 Device(s)	Completed

Service Date: 19.12.2017
Service Technician: Hans Muster (Signature) 20.12.2017 09:08:20
Customer Contact: Hans Muster (Signature) 20.12.2017 09:08:56

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The summary of the services includes the customer's description of the problem, the duration of the work undertaken and some general remarks from the technician regarding the work on site. If the assignment has been completed in full, the processing status is shown as "Assignment complete". If this is not the case, the words "Service incomplete" will be shown.

Spare parts or additional services are listed together with details of the stock location (at the customer site or held by METTLER-TOLEDO).

The list of services performed and the number of devices provide a rapid overview of which services have been provided.

Thanks to the digital signature feature, the service acknowledgement, just like the certificates, is also approved for emailing immediately on completion of the work.

Service Acknowledgement

The device list is structured in a similar way to the contract or invoice.

Service Assignment ID
2017121906-0322

METTLER TOLEDO Service

Devices and Services

Serial Number: 8713879002
Description: Precision Balance MS6002T/5M00
Location: Building: 127/Floor: 2/Room: Lager
System Num.:
Asset Number:
Alternate Asset Number:

Service Performed	Notes
Full Preventive Maintenance OnSite EA	
Calibrate (ISO17025)	
Calibrate Min Weight Annex	

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In the list of devices and services you can see all of the services performed, bundled by device. As an optional feature, technicians can record comments here on each device. If your company-internal details are available, such as the cost centre and device location, these are also shown for the sake of clarity.

Invoice

Invoice and contract are equally structured

Legend

As well as the customer and agreement number, the new structure of the document also includes the invoice recipient in the header line (Any Company Ltd, Any Street 1, 1111 Any Town). From now on, your request will be received centrally via telephone number +41 44 944 47 47 and passed on the appropriate team. The delivery and service address is now shown on the cover sheet. The focus is on the service plans together with the relevant service products (Comprehensive Care, Basic Care, DAkkS calibration certificate, etc.). The agreed dates, equipment lists and conditions are listed in the following sections.

Item	Service Description	Base Price	Units	Total CHF
0101	Comprehensive Care Full Preventive Maintenance OnSite EA Repair Coverage Full VAT rate: 7.7%	100.00	1	100.00
0104	Calibrate ISO 17025 VAT rate: 7.7%	100.00	1	100.00
0105	Calibrate Min Weigh Annex VAT rate: 7.7%	100.00	1	100.00
0201	Basic Care Full Preventive Maintenance OnSite EA VAT rate: 7.7%	100.00	1	100.00
0204	Calibrate Min Weigh USP VAT rate: 7.7%	600.00	1	600.00
0301	Basic Care Full Preventive Maintenance OnSite EA VAT rate: 7.7%	100.00	1	100.00
0304	Calibrate ISO 17025 VAT rate: 7.7%	200.00	1	200.00
0305	Calibrate Min Weigh Annex VAT rate: 7.7%	200.00	1	200.00

The service plan overview lists all service plans with their associated service products. Each of the service plans specifies the schedules and units applicable to the listed service products. For example, Service Plan 100 includes the Comprehensive Care service package in respect of the calibration certificates and any annexes related to the instruments. The Comprehensive Care service package is one of the two basic packages and consists of on-site maintenance and a repair service including spare parts. (For more detailed contents, please see the "Global Service Excellence" brochure, page 10.) For this service package, there is also the option of adding our 24/7 service option. As well as constant availability, this also enables quicker response times and more flexible on-site interventions.

Service Plan 200, for example, includes the Basic Care service package and associated calibration certificates. The service package consists of on-site maintenance and discounted hourly rates for any repairs.

Invoice

Details per device

Legend

For the instrument with the serial number B441120650, the "Comprehensive Care" service package is offered. This consists of on-site maintenance of the instrument and the repair service including spare parts. The MinWeigh annex is included with the ISO 17025 DAkkS calibration certificate. The prices are valid for the period from 1 January 2018 to 31 December 2018. If available, customer-internal details such as the applicable cost centre, the inventory number and the instrument location are indicated.

Serial Number	Model Type	Sub-Total
B441120650	MS16025E01	300.00
B527130048	WX32050U15	700.00
B527130095	WX32050U15	900.00

The instrument overview lists all of the information for each instrument. Here, the details of the cost centre, inventory number and instrument location are modified to fit your specific case. Would you like to change your details? Please feel free to contact us.

The specific service products for each instrument are shown in summary form.

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For more information

Mettler-Toledo (Schweiz) GmbH

Im Langacher 44
8606 Greifensee
Switzerland
+41 (0)44 944 47 47

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