

Lifetime Peace-of-Mind



**METTLER TOLEDO** Service

Performance assured

Uptime secured

Full budget control

Priority on-site service

## Extended Care

Get the Best out of Your Equipment

**METTLER TOLEDO**

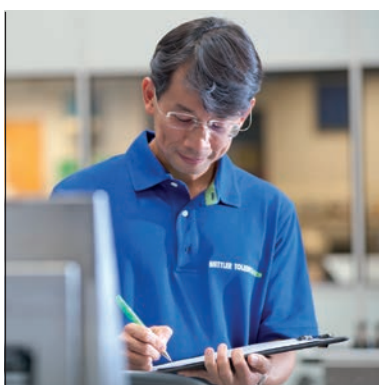
# Uptime, Performance, and Peace of Mind

**With METTLER TOLEDO, you selected the most precise and reliable measurement equipment possible and we want to ensure your absolute satisfaction over the lifetime of our products.**

As with all measurement equipment, the wear and tear of intensive daily usage can pay its toll. To enable a long-life and superior performance of your high-precision measurement devices, you can rely on METTLER TOLEDO Service and our Extended Care offering right from the start.

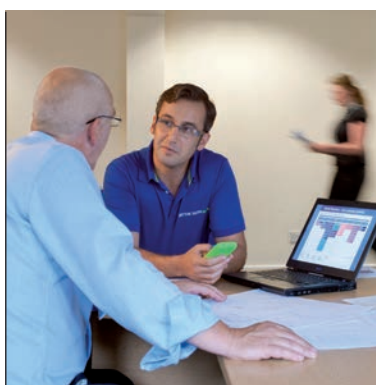
## Extended Care benefits

With the Extended Care program, we ensure peace of mind over the first 24 months of your equipment's life. You don't have to worry about wear and tear of the equipment, downtime of your operations, or lack of performance. With preventive maintenance right from the start, you minimize possible long term impacts on your equipment too. We know what to watch out for – we inspect your measurement device accordingly and replace critical worn parts, long before you realize there are any problems. We will be there to care for your equipment when you need us.



### 24 Months of Full Cost Control

Extended Care includes all travel expenses, labor, and spare parts during the first 24 months following equipment installation. You will also receive priority access to our technical assistance Hotline.



### Secure Uptime and Performance

Through two preventive maintenance visits with extensive inspection and testing against our tight specifications, we ensure that you get the best performance out of your equipment.



### Priority intervention on site

You won't have to wait for the next available service time slot; nor will you need to send your equipment in for repair. All assistance will be performed on site.

## “Why should I choose the Extended Care program?”

In your first year of equipment usage, you are covered by METTLER TOLEDO's regular product warranty; so why should you choose the Extended Care offering?

With Extended Care, you secure your investment way beyond the limited regular warranty:

- Ensure full uptime of your operations
- Obtain the best performance for your measurements
- Provide your equipment optimal protection, right from the start
- Stay in full control of your costs
- Pay significantly less than a regular contract



**METTLER TOLEDO** Service

Coverage	Regular Warranty	Extended Care
Duration	12 months	24 months
<b>Preventative maintenance</b>		
Annual inspection and cleaning		■
Annual performance tests to manufacturer standards		■
Adjustments, if necessary		■
Spare Parts		■
<b>Coverage in case of technical problem</b>		
First year of warranty	■	■
Additional year of warranty		■
Intervention on site	Only for some equipment, mail-in otherwise	■
Priority for intervention		■
Labor cost included	■	■
Travel cost included		■
Hotline Technical Assistance		■

■ 12 months ■ 24 months

# Good Weighing Practice™

## For Assured Quality and Reduced Costs

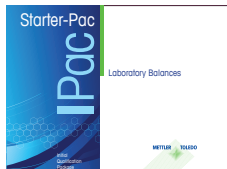
GWP™, is a guideline based on risk evaluation, is easy to implement and addresses the needs of all current quality management systems.

► [www.mt.com/gwp](http://www.mt.com/gwp)

### Equipment Qualification

Take away the guess work when you need to ensure quality and regulatory compliance. METTLER TOLEDO Service offers a range of dedicated IPacs for fast and professional equipment qualification tailored to the needs of various environments and industries.

Benefits	Features
Save Time	A quick initial qualification allows you to immediately start working with the equipment
Increase Productivity	Users receive product familiarisation to ensure productive and safe working processes
Ensure Compliance	IPacs limit the risk of non-compliance during FDA audits and other quality management system assessments



IPac ensures qualified installation processes in all industries and is ideally suited for integration into an existing quality management system. It is designed for customers who require a professional equipment installation by the authorised technicians.

### MiraCal™

METTLER TOLEDO has the power of MiraCal, our proprietary calibration management system. MiraCal automates our procedures and the application of standards to accurately produce and archive the highest quality calibration documentation.

[www.mt.com/service](http://www.mt.com/service)

For more information