

Service Contracts

Metal Detection and X-ray Inspection



Field-based Factory Technicians

Experienced factory technicians are stationed around the country for rapid routine and emergency service response.



Original Spare Parts

All spare parts used by our service technicians are original spare parts from Safeline to ensure your equipment is "like new" after maintenance and repair.

Protect Your Investment, Your Budget and Your Peace of Mind

Your decision to install industry-leading METTLER TOLEDO SAFELINE product inspection equipment in your plant clearly demonstrates your commitment to making your products as safe as possible for your customers. Investing in a service contract strengthens that commitment through structured and affordable preventive maintenance, performance verification and traceable equipment certification. Additional services including on-site labor, parts, upgrades and guaranteed response time are available depending on the contract package chosen. We can also tailor a service contract to meet your specific needs through our ServiceXXL® program.

Metal Detector and X-ray Equipment Service Contracts

METTLER TOLEDO SAFELINE Silver, Gold, Platinum and Tailored Service Contracts allow you to choose the appropriate level of services and equipment protection you need to meet your operational and budget requirements. Our service team members are experienced, factory-trained metal detection and x-ray inspection technical specialists who are dedicated to providing the best product inspection equipment services available anywhere.

| General Service Table | Service Coverage Levels | | | |
|---|-------------------------|---------|--------|--|
| | Platinum | Gold | Silver | Tailored |
| Support Options | | | | |
| Bi-Annual Preventive Maintenance | ✓ | ✓ | ✓ | Tailored to Customer's Requirements |
| Bi-Annual Performance Verification | ✓ | ✓ | ✓ | |
| Traceable Certification | ✓ | ✓ | ✓ | |
| Emergency On-Site Service Labor Included | ✓ | ✓ | | |
| Emergency On-Site Service Travel Included | ✓ | ✓ | | |
| On-Site Replacement Spare Parts | ✓ | | | |
| Hardware Updates (as needed) | ✓ | | | |
| Firmware Updates (as needed) | ✓ | | | |
| Refresher User Training | ✓ | | | |
| Customer Training Discount | ✓ | | | |
| On-Site Response Time | 12 hour | 24 hour | | |
| 24/7 Technical Support | ✓ | ✓ | ✓ | |

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