

Peak performance

Backed by a strong service and support team



Services

- Preventive maintenance
- Optimization of operations
- Remote Online Support
- On-site repairs
- Training and guidance
- Calibration and verification
- All-Inclusive contracts

Technical service



Major reliability with a competent service partner

The reliability of your production systems is crucial for your company's efficiency and consequently also for the profit. Your production systems need to be inspected regularly, otherwise it will be worn down, have frequent malfunctions and - worst case scenario - suffer complete production shut-down. A Scanvaegt Service Contract ensures you careful maintenance and emergency "first aid" - it optimizes the reliability and the up-time of your production systems.

As a producer of equipment for weighing, packing, inspection and labelling with related IT-systems we follow closely the development in production methods and the requirements for reliable production equipment of the various industries.

Therefore we are able to place comprehensive service- and support facilities at your disposal, no matter where your company is situated - we'll be there quickly, as we turn out from our local service centers.

A service contract will set your mind at ease. The extent of the contract will be customized to your individual requirements for reliability and to provide you with control of the maintenance costs and optimum utilization of your production systems.

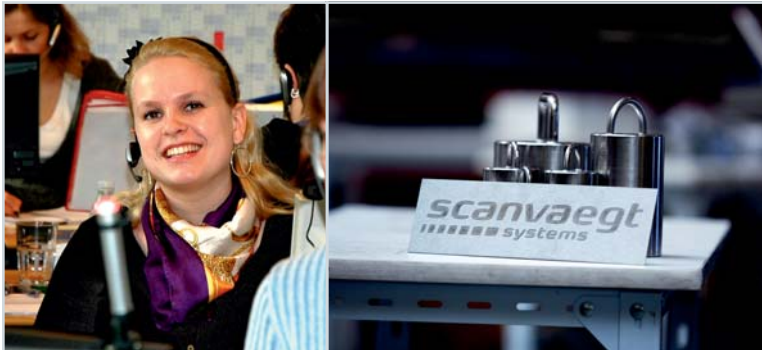


"Cash" advantages by a service contract

Production shut-downs may have heavy expenses. A service contract is therefore a very beneficial solution to minimize production down-time. By doing preventive maintenance and replacing spare parts in time we ensure that your production equipment performs at its best, that it is correctly adjusted and has max. output - it will reflect directly on the bottom line.

As we set out from regional service centers, we have a short response time. It minimizes costs and ensures you fast help and professional assistance.

Optimum operations



Nationwide service network

Our service-organization consists of a big team of 75 competent technicians and specialists, operating from local centres, placed all over the country.

When our call center receives a call from you, our service coordinators arrange a fast despatch of the proper assistance - either a visit by a service technician or a remote online assistance call.

We take your actual requirements as our starting point and have customized our service organization to your company with specific regards to the dynamic needs for training. Our service technicians are specialized within their individual product-areas and are highly qualified.

Our aim is to contribute to a smooth and efficient production in your company by:

- maintaining the production systems to avoid shut-downs
- replacing critical components, before they are worn-down
- preventing production stops, before repair is required
- carrying-out preventive maintenance when it is most convenient for you and your production schedule.

Flexible and individual contracts

Scanvaegt's service contracts can be composed by one or more modules, covering hardware, software and calibration.

All-Inclusive service contract

Several of our customers choose an all-inclusive service contract, covering service on hardware and software as well as calibration.

It provides advantages as:

- optimum use of the equipment
- short response times
- reliable production results
- reduced "give-away"
- just one supplier and partner for maintenance of all types of equipment, systems and auxiliaries.

Good reasons for having a service contract:

- fast response
- fewer production stops
- known costs for repair and maintenance
- overhaul, when convenient for you
- max. life of the production equipment
- guaranteed supply of spare parts
- training of your operators
- phone support to get started quickly
- cooperation about optimization of operations
- reporting of errors and state of equipment
- automatical control of time for re-verification, ensuring compliance with requirements from authorities.



Support & Training



Remote online support

Vi also offer assistance via the internet for specific software-packages, where you for instance may require help for programming product data, set-up of label design etc.

With a Remote Online Support contract we can take-over the work via the internet and do the job for you, giving you an easy and fast way from problem to solution. We can also provide programme updates via Remote Online Support.

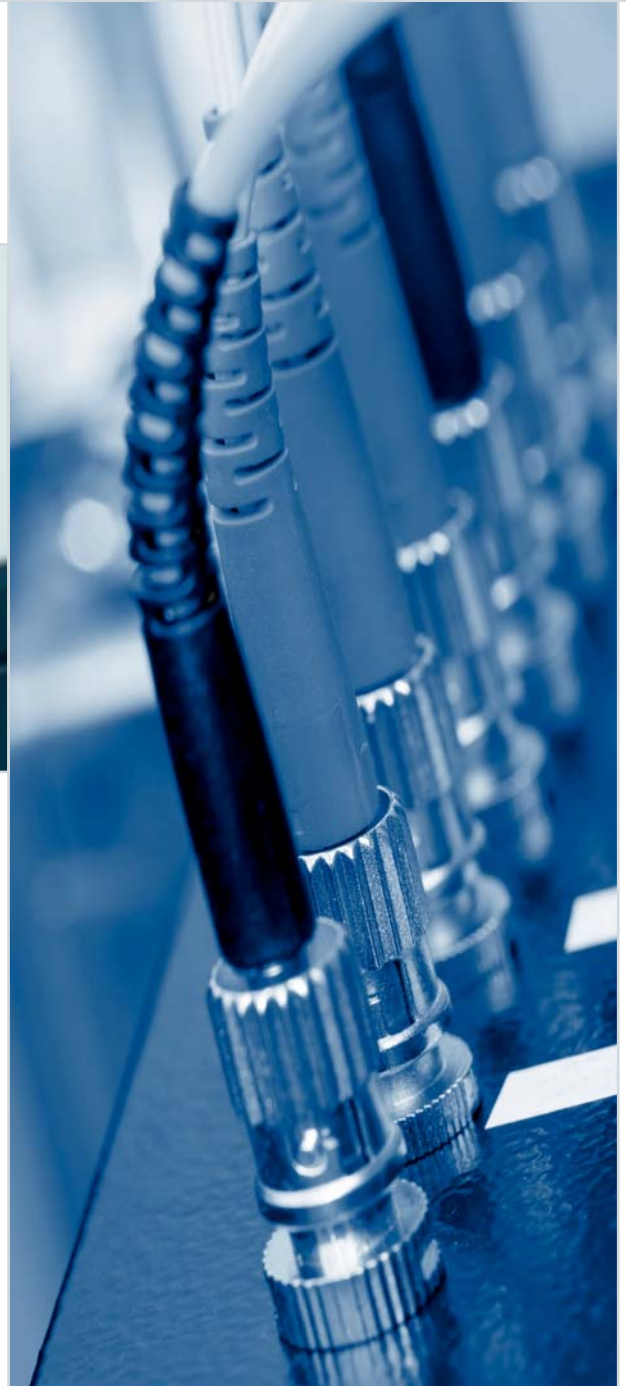
For all communication via the internet we use the same technology and security, as the one known from netbanking, which ensures the integrity of your data completely.

Software support

As part of our service contracts we also offer service on software programmes. Our software specialists will supervise your production and software systems to make sure, that everything runs smoothly. In addition to this we naturally also supply you with updates and are ready to help you in case your system goes down.

Training

In our training centre in Aarhus we hold a number of courses for our customers, where the participants typically are operators and technical staff. Standard courses in operating Scanvaegt equipment are held regularly and we can also offer customized courses, which are prepared together with you and will be based on your individual production set-up.



Calibration & Verification



Calibration & Verification

Many companies need to document, that their measuring equipment is calibrated by means of a traceable method of internationally acknowledged and authorized laboratories. The Scanvaegt-group has two accredited laboratories, which offer these services:

- verification of scales with EU-type approval or national type approval of class II, III, IIII
- calibration and verification of automatical scales for single-weighing and price labelling
- calibration and verification of automatical control scales (check weighers)
- accredited calibration of scales, incl. determination of measuring uncertainty
- supply of weights with traceability
- accredited calibration with weights, which via national or international laboratories are traceable to BIPM in Paris
- a measuring ability of 10^{-5} (or 0,001%)

Accredited laboratory

The Scanvaegt-group is accredited by the authorities and is approved as "notified body" by EU for verification of EU-type approved scales. We are also authorized to carry-out the compulsory re-verifications in Denmark and Sweden.

Competent inspectors

Our inspectors are trained to carry-out traceable calibration and accredited calibration of scales, and are authorized to issue to certificates, which document, that your scales comply with the demands from the EU and from the national authorities in Denmark as well as in Sweden (DANAK and SWEDAC).

Verification

Verification is a control of the scale, determining whether it complies with the demands of the type approval for the weighing ability of the scale. If so, a verification certificate is issued and the scale is sealed. The verification is time-limited and may only be carried-out by laboratories, approved by the authorities.

Calibration

Calibration is a series of tests of the scale, determining how imprecise the weighing ability of the scale is. The calibration must be carried-out with weights, which are traceable to acknowledged reference standards.

Documentation

As documentation these documents are issued:

- Certificate of Verification
- Certificate of Conformity
- Certificate of Calibration (Accredited)
- Certificate of Calibration (Traceable)

Having the Scanvaegt-group as total supplier of service, calibration and verification provides you with large-scale advantages as:

- less time consumption
- lower prices
- no unnecessary stop of operations
- short response time
- control of time for re-verification

Scanvaegt Systems A/S - versatile skills



Market leading supplier

Scanvaegt Systems A/S is a Danish-owned company, established in 1932.

Scanvaegt Systems develop, produce and market weighing systems, labelling lines, inspection equipment, and related data capture and IT-systems and traceability solutions.

Scanvaegt Systems have a staff of approx. 200 employees. The company has head office in Aarhus, Denmark, subsidiaries in Norway, Sweden and Poland, department in Germany and agents in a number of other countries.

The total solutions partner

Service and support are crucial factors in any type of production company and keywords for us.

For this reason we place comprehensive service and support facilities at our customers' disposal.

The Scanvaegt service package comprises:

- preventive maintenance
- training and instruction
- installation and on-site repairs
- spare parts
- hotline & online support
- software service
- verification and calibration

scanvaegt
systems