

Scanvaegt **Service**

Strengthening your competetive edge

**PREVENTIVE
MAINTENANCE
HIGHER UPTIME
INCREASED
COMPETITIVENESS**



Scanvaegt Systems is a strong service partner, which provides preventive maintenance – it prevents production downtime and safeguards your competitiveness and earnings.

Increasing uptime with a competent service partner

Reliability is critical to the efficiency of your production and thus also for your profits. Scanvaegt Service provides preventive maintenance, which optimizes the reliability and uptime of your equipment and gives you peace of mind to focus on the business operation.

Optimizes reliability

A Scanvaegt Service Contract ensures you careful maintenance and emergency first aid, optimizing the reliability and the up-time of your production systems.

Fast assistance

We place comprehensive service and support facilities at your disposal, no matter where your company is situated – our team of technicians and specialists in local service centers ensures short response times.

Cash benefits by a service contract

- Production shut-downs may have heavy expenses. A service contract is therefore a very beneficial solution to minimize production downtime.
- 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 positively 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.



A service contract gives you peace of mind

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



**WE ENSURE,
THAT YOUR PRODUCTION
EQUIPMENT PERFORMS
AND IS CORRECTLY
TRIMMED
– ALL THE TIME**



Local and international

Our service organization is made up by a large team of technicians and specialists, operating from local departments around all countries. Close cooperation between our subsidiaries and service departments enables us to offer assistance across borders and service our customers who operate internationally with divisions in several countries.

Specialized technicians

Your actual requirements is our starting point – we 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.

We contribute to a smooth, efficient production 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

Support & training



Training

We offer a number of courses for our customers' 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.



Remote online support

Vi 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 crashes.



Flexible, individual agreements

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

Several benefits of having a service contract:

- Fast response
- Fewer production stops
- Known costs for repair and maintenance
- Overhaul, when convenient for you
- Prolonged 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
- Management of time for re-verification, ensuring compliance with requirements from authorities



Calibration & Verification

Scanvaegt Systems' accredited laboratories offer accredited calibration, traceable calibration, verification and re-verification as well as sales and calibration of weights with traceability.

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

Scanvaegt's laboratories are accredited by the authorities and are approved as a notified body of the EU for verification of EU-type approved scales. We are also accredited to carry out the statutory first-time verifications and re-verifications throughout the EU.

Competent inspectors

Our inspectors are certified to carry out traceable calibration and accredited calibration of scales, re-verification as well as first-time verification of all types of scales. They are authorized to issue certificates which document that your scales meet the requirements of the national authorities throughout the EU.

Verification

Verification (Conformity assessment) is a inspection of the scale, determining whether it complies with the requirements 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 may only be carried out by accredited laboratories.

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)



Advantageous benefits

Having the Scanvaegt group as total supplier of service, calibration and verification provides you with benefits as:

- Less time consumption
- Lower prices
- No unnecessary stop of operations
- Short response times
- Administration of time for re-verification

Marketleading supplier

Scanvaegt Systems is a Danish-owned company, established in 1932. We develop, produce and market weighing systems, portioning solutions, labelling lines, inspection equipment, related IT-systems and traceability solutions.

Scanvaegt Systems has its head office in Aarhus, Denmark, and subsidiaries in Norway, Sweden, Germany and Poland, and distributors in a number of other countries. The staff is of app. 200 employees.

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 supportsoftware service, verification and calibration.

