

ScanCare **Service & Support**

Protect your investment  
and your competitiveness



With a ScanCare Service Agreement with preventative maintenance you can prevent production breakdowns and increase uptime, thereby protecting your competitiveness and earnings.

# ScanCare protects your business and your earning capacity

Reliability is critical to the efficiency of your production and to your profits. A ScanCare service agreement with preventive maintenance will ensure high uptime and reliability of your production. This will safeguard your competitiveness and your earnings.

## Keeps your production up-and-running

The ScanCare agreement is a complete and professional service concept with extended warranty, product customized services, timely maintenance and emergency first aid. This will ensure high uptime in your production, allowing you to focus on the business operation.

## Longer life

A ScanCare agreement with preventative maintenance can extend the life of the equipment by more than 3 years - meaning significant savings in investment in a new production equipment. Our maintenance visits follow a well-defined protocol which ensures that all critical wear parts on equipment are checked and replaced before breaking, to prevent breakdowns.

## 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.
- We offer short response time – this ensures you fast repair and minimizes downtime and costs.



## Tailored to your production

The extent of the ScanCare agreement will be customized to your individual requirements and will provide you with control of the maintenance costs and optimum utilization 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.

**WE ENSURE,  
THAT YOUR PRODUCTION  
EQUIPMENT PERFORMS  
– ALL THE TIME**



# Local - and international – network

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.

## 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

We 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 service agreements

You can design your ScanCare service agreement to fit precisely to your production by choosing between more service packages, covering hardware, software and calibration.

The ScanCare agreement provides you with several benefits, e.g.:

- Extended warranty – up to 3 years with a Premium agreement
- Short response times
- Fewer production stops – known wear parts are replaced before breakdown
- High uptime and longer life of the production equipment
- Guaranteed supply of spare parts
- Known costs for repair and maintenance
- Overhaul, when convenient for you
- 24/7 support
- Training of your operators
- Phone support to get started quickly
- Reporting of errors and state of equipment
- Management of time for re-verification, ensuring compliance with requirements from authorities

## ScanCare agreement

	Premium	Standard	Basic
Extended Warranty	3 years	2 years	1 years
Preventive maintenance inspections per year	2	2	1
Priority Emergency On-site Response	Max. 8 hours	Max. 8 hours	-
Safety inspection of production machinery	✓	✓	✓
Calibration & Application Support	✓	✓	-
24/7 Support: On-site and on telephone	✓	✓	-
Web based Support	✓	✓	-
Critical sparepart kit in customer's warehouse	✓	✓	-
Verification of scales with responsibility for compliance with regulatory requirements	✓	✓	-
Travelling expenses	✓	✓	-
Traning of technical staff	✓	✓	-

# Calibration & Verifikation

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 automatic scales for single weighing and price labelling
- Calibration and verification of automatic 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 down to 0,0003%

## 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 (Conformity assessment)

Verification 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.

## ScanCare calibration agreement

With a calibration agreement, you can hand over all of the calibration tasks to us and save your employees' working hours. We offer these three types of agreements:

	Verification	Accredited Calibration	Traceable calibration
Verification of scales with responsibility for compliance with regulatory requirements	✓	✓	-
Online certificate service	✓	✓	✓
Same calibration specialist every time	✓	✓	-
Support from Scanvaegt Calibration Laboratory	✓	-	-
Calibration of weights	-	-	-



## Documentation

As documentation these documents are issued:

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

# 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.

