



Complete Service Support

from the UK's leading manufacturer of
load cells and process weighing systems



Applied Weighing Service - Our Promise



As the UK's leading load cell and process weighing system manufacturer; we provide market leading weighing solutions and engineering excellence at a very competitive price.

Our site and software engineers are probably the most experienced and professional process weighing engineers in the UK. They are strategically positioned across the country, allowing us to give technical support and rapid response to all of our customers.

Applied Weighing engineers carry the equipment to enable them to service and calibrate all types of weighing systems to national standards, irrespective of the original supplier or manufacturer.

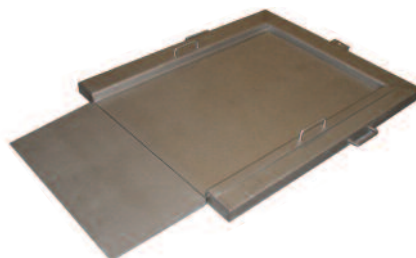
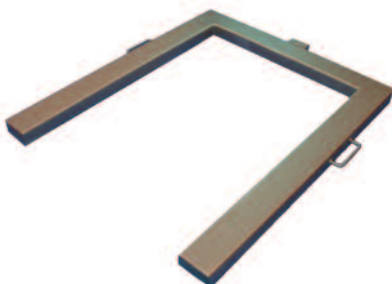
Our manufacturing and repair capability enables express replacement of load cells and instrumentation in the event of a failure. Our engineers also carry critical spares in their own stock ensuring a quick and efficient breakdown solution.

Applied Weighing's objective is to provide our customers with accurate, reliable and trouble free weighing systems - giving total peace of mind.

Customer surveys show that by providing excellent service, using specialist experienced engineers, fast efficient response and very competitive pricing; we exceed our customers expectations every time.

Being an Applied Weighing service customer brings many benefits

- Market leading expertise in weighing systems and process control solutions
- Service and calibration to ISO9001 standards
- Service & software engineering support throughout the UK and Europe
- Management of your calibration due dates
- 24 Hour spares support from the UK's leading load cell manufacturer
- 24 Hour access to technical expertise
- Total site capability from lab balances to silo weighing systems
- Guaranteed cost savings on load cells and control instrumentation
- Interim customer care survey to ensure we are delivering the service you deserve
- Calibration certificates posted and PDF version e-mailed to every customer
- Total peace of mind - unrivalled technical support and engineering skill



Total Site Capability

Each of our engineers carries fully traceable calibration equipment which is calibrated annually in accordance with ISO9001. This enables us to offer a service to look after the full spectrum of site weighing equipment:

- Bulk storage silo weigh systems
- Process weigh vessels (hoppers, mixers, kettles, reactors, etc)
- Platform scales
- Weighbridges (using trade approved weighbridge test unit)
- Temperature probes
- Lab balances (for UKAS ISO/IES17025 using our specialist business partner)



Each of our engineers carries the following calibration equipment:

- Calibration Weights 500kg of 20kg type M1 tolerance
- Calibration Weight set from 1g - 20kg F1 tolerance
- Flowmeter (ATEX approved) for flow calibration of weigh vessels
- mV Generator for vessel simulation and set up
- Fluke DVM to 0.001mV for accurate result measurement
- FastCal UKAS temperature bath for probe calibration

HydraCal

Direct Force Calibration

The HydraCal direct force calibration system allows for a weighing vessel or silo to be fully calibrated in the fraction of the time taken using flowmeter or weighbridge calibration methods.

This revolutionary, proven technique can be carried out easily on any weigh vessel with suitable jacking points fitted at each load cell location. There are two methods that can be used depending on the suitability and type of the vessel;

Reverse Calibration

Our HydraCal system is used to push a known amount of weight off a full or partially full system. We jack the system in multiple, measured intervals back to zero enabling us to check the overall system accuracy, the system linearity and repeatability. This method can often be carried out without the need to modify your existing system as most systems already have a suitable jacking point at each load cell. This is particularly good on bulk storage silos which are rarely emptied.

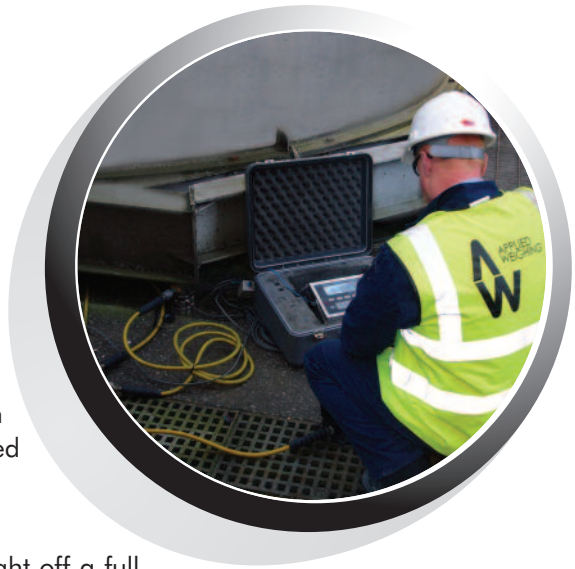
Force Calibration

With the correct brackets in place, we can use our HydraCal system to apply a measured force down onto a weighing vessel allowing our engineers to calibrate the system in multiple intervals, often up to the full scale of the weighing system.

Either of the above techniques are quick and simple once the calibration system is positioned. This means that the downtime of the vessel is kept to a minimum ensuring less production schedule problems.

Benefits of Direct Force Calibration:

- True traceable calibration over multiple points
- Can be carried out with product in the vessel
- Cost effective with amazing savings over traditional methods
- Simple and quick operation once positioned
- Can use existing vessel jacking points
- Fully traceable calibration with certificate issued as standard
- ATEX approved for use in hazardous areas
- Calibration accuracy to within 0.1%



Service Agreements

Maintaining and calibrating your equipment is vital to ensure accuracy and confidence in your process. Regular scheduled visits by one of our process weighing experts, is the only way to ensure that your equipment is performing perfectly. Our objective is to provide you with accurate, reliable and trouble free weighing systems; with this as our aim, we have devised 3 levels of cover to choose from:

- Premier:** Scheduled Service & Calibration visits
- Premier Plus:** As Premier + Breakdown labour cover
- Premier Gold:** As Premier Plus + Spare parts cover

The minimum level of service cover available is the Premier Cover Plan. This will maintain the weighing equipment warranty, provides full telephone support and will ensure that the system works accurately and reliably in accordance with ISO9001 and other QA Standards where applicable.

This cover plan and other, more comprehensive, service plans are shown below.

Cover Options	Premier	Premier Plus	Premier Gold
Scheduled Service Visits	✓	✓	✓
UKAS Traceable Calibration	✓	✓	✓
Posted Calibration Certificate	✓	✓	✓
E-Mailed PDF Calibration Cert	✓	✓	✓
Calibration Sticker	✓	✓	✓
Updated Calibration Spreadsheet	✓	✓	✓
24 hour Telephone Support	✓	✓	✓
Travel + Hotel costs	✓	✓	✓
Breakdown call outs + labour	See below*	✓	✓
Travelling costs to breakdown	X	✓	✓
Guaranteed Breakdown Response	✓	✓	✓
Instrumentation replacement	30%Discount	30%Discount	✓
Load cell replacement	30%Discount	30%Discount	✓

✓ Included

* Premier Cover labour costs to breakdowns would be charged at a reduced price

Total Support

Applied Weighing delivers the total support that you would expect from a leading manufacturer:

- Installation and commissioning
- Factory and site acceptance testing
- Scheduled equipment calibration
- Preventative / Corrective maintenance
- Equipment legal verification
- System improvement



APPLIED WEIGHING INTERNATIONAL LTD

Unit 5, Southview Park, Marsack Street, Caversham, Reading, RG4 5AF England

Tel: (0118) 9461900 Fax: (0118) 9461862

Email: sales@appliedweighing.co.uk Web site: www.appliedweighing.co.uk