

# Balance Servicing – Level One

European Instruments with its experience and knowledge in weighing technology, is able to maintain, repair and service all types of balances. This comprehensive knowledge of such a wide range of weighing equipment guarantees that our customers can rely upon a high standard of high quality and expertise from one supplier

## BALANCE CALIBRATION SERVICE

Are you aware of what you get under your calibration agreement? Most users are not, in the main this can be attributed to the fact that many service providers do not volunteer this information.

Calibration is offered from a variety of sources but in our experience many are ill equipped to carry out even the most fundamental adjustments let alone repairs due to lack of specialist knowledge and essential equipment. This often results in instruments being removed for repair, often by a third party which will be expensive. In your own interests you should establish that whoever you choose are capable, competent and are equipped to do the job.

Everyone is under pressure to reduce costs and in our experience decisions are often made on price alone. Beware, further down the line you will find out why the price is low when you see the increase in spare parts, repair costs, and corners being cut.

**"The common law of business balance prohibits paying a little and getting a lot .It cant be done. If you deal with the lowest bidder it is well worth to add something for the risk you run, and if you do that you will have enough to pay for something better.**

**Philosophically yours" John Ruskin (1819-1900).**

Things haven't changed much in over a hundred years it seems.

Our company policy for over 34 years is to provide a professional high level of service at fair prices and we can provide many references to support this. Feel free to use the details below as a benchmark when considering other calibration service providers, a tick box is provided for this purpose. We recommend you always obtain confirmation in writing of any offer.

## OUR LEVEL ONE SERVICE INCLUDES ALL OF THE FOLLOWING, NO EXTRA CHARGE :

European Instruments Calibration Procedures	
Make, model and serial number identified	<input checked="" type="checkbox"/>
Instrument cleaned externally	<input checked="" type="checkbox"/>
Inspection of power supply, mains lead and plug	<input checked="" type="checkbox"/>
Internal cleaning and inspection of components	<input checked="" type="checkbox"/>
Carry out any minor repairs	<input checked="" type="checkbox"/>
Level adjusted	<input checked="" type="checkbox"/>
Zero point adjusted	<input checked="" type="checkbox"/>
Function check	<input checked="" type="checkbox"/>
Check and adjust response and stability settings	<input checked="" type="checkbox"/>
Check and adjust span	<input checked="" type="checkbox"/>
Activate internal or automatic calibration, check and adjust or overwrite as required	<input checked="" type="checkbox"/>
Check and adjust eccentric loading	<input checked="" type="checkbox"/>
Check and adjust linearity	<input checked="" type="checkbox"/>
Check reproducibility	<input checked="" type="checkbox"/>
Minimum weight calculation(If UKAS calibration selected)	<input checked="" type="checkbox"/>
If applicable software upgrades	<input checked="" type="checkbox"/>
Complete calibration certificate	<input checked="" type="checkbox"/>
Complete and apply calibration label	<input checked="" type="checkbox"/>
Complete service report with any observations.	<input checked="" type="checkbox"/>

OTHER BENEFITS INCLUDED	
Technical telephone support	<input checked="" type="checkbox"/>
Call out response within 24 working hours.	<input checked="" type="checkbox"/>
No up front charges, we invoice after work has been completed	<input checked="" type="checkbox"/>
Loan instruments in event of instrument repair off site	<input checked="" type="checkbox"/>
Free copies of calibration certificates if required	<input checked="" type="checkbox"/>
Discounted rates for labour charges, installations, and IQ/OQ validation	<input checked="" type="checkbox"/>
Discounts on UKAS weight and pipette calibration*	<input checked="" type="checkbox"/>
Discounts on all new products in our catalogue* ( free installation for UKAS clients)	<input checked="" type="checkbox"/>
Electronic copies of instruction manuals	<input checked="" type="checkbox"/>
Advice on calibration, SOP, GLP and legal metrology	<input checked="" type="checkbox"/>

AUTHORIZED DISTRIBUTOR	
Include Sartorius, Mettler Toledo, Ohaus, Denver, A & D, Acculab, Oxford.	<input checked="" type="checkbox"/>

QUALITY STANDARDS	
BS EN ISO 9001:2000 Registered	<input checked="" type="checkbox"/>
Site audit quality checks.	<input checked="" type="checkbox"/>
Detailed ISO calibration service procedures	<input checked="" type="checkbox"/>

CALIBRATION CAPABILITY AND TRACEABILITY	
UKAS accreditation for weighing equipment up to 1200kg	✓
UKAS accreditation for the calibration of weights up to OIML Class E2	✓
UKAS accreditation for pipette calibration	✓
All service engineers equipped with calibration weights up to and including OIML class E2	✓
All calibration weights UKAS calibrated annually	✓
Thermometers, Barometers, RH meters UKAS calibrated annually	✓

REPAIR CAPABILITY AND SPECIALIST EQUIPMENT	
In house repair capability for all makes including those listed under "Authorized Distributor"	✓
LARS software & training for Mettler Toledo current and recent models*	✓
Mettler Toledo MinWeigh minimum weight installation software*	✓
Service PAC cassette software for earlier Mettler products including PM & AE series *	✓
Mettler Toledo current monobloc cell and coil rebuild jigs*	✓
Cell rebuild jigs for earlier Mettler products including PM ,PJ,AT and AX*	✓
E-LOADER web download Mettler software upgrade capability	✓
TRADECAS software for Sartorius products*	✓
Password protected service entry codes for Sartorius products.*	✓
Earlier mechanical balance repair capability	✓
PCB component level repairs on obsolete models where parts no longer available	✓

The equipment referred to is mainly for Mettler Toledo and Sartorius products we have a similar capability and equipment for all other leading makes

\*This equipment is essential to carry out many fundamental adjustments, cell rebuilds and all electronic repairs

## What is the real cost of a service contract

EI operate a transparent pricing policy – we do not try to hide costs.

### Planned Maintenance & Calibration Costs

- Our policy is not to offer cheap up front planned maintenance costs to hook a customer and then hit them with a large bill for unexpected costs.
- As you can see adjustments carried out in the field are included within the cost of the service and we will only fit spare parts when required and in consultation with the customer.
- In our experience the fitting of routine spares as a part of a service visit is minimal. In fact the customer usually knows when something is required, for example a new key foil. In these cases if the customer lets us know about the requirement before hand the engineer can ensure they have the required part and fit at the next service visit. The customer will also not incur any additional labour charges for fitting, as this is included in the price of the service.

### Unplanned Costs

During the course of a service contract a customer might expect to incur costs outside of these detailed when the contract was negotiated, these might include the fitting of spare parts at the service. In these situations the customer is very much in the hands of the service provider as they lack the knowledge to challenge the supplier as to their necessity or simply accept them without question

When comparing service offerings from unplanned costs are rarely not taken into consideration when deciding on what supplier to go with even though with some suppliers they can form a significant part of the cost of the contract.

EI's policy on un-planned costs is as follows :

- Onsite adjustments of the equipment are included in the cost of the service
- Spare parts are only fitted in consultation with the customer. In our 34 years of experience our expectation would be expenditure on this would be minimal
- Labour charge for fitting routine spares previously specified by a customer is included in the service cost
- Estimates for workshop repairs are free of charge for contract customers

#### Example 1 – Real Cost of a service contract

*Scenario:* Customer has 10 balances with ISO certification and one visit per annum. Costs detailed below are for the provision of service over a 2 year period. During this period a balance was found to be out of specification the Calibration Service Provider was unable to repair the balance. The Authorised Calibration, Repair & Service Agent (eg European Instruments) was able to repair the balance.

	Calibration Service Provider	Authorised Calibration, Repair & Service Agent
<b>Contract Service Costs (over 2 year period)</b>	<b>£300</b>	<b>£426</b>
<b>Cost to replace analytical balance out of specification</b>	<b>£1500</b>	<b>£0</b>
<b>Cost of repair to analytical balance out of specification</b>	<b>£0</b>	<b>£300</b>
<b>Total Cost of contract over the 2 years</b>	<b>£1800</b>	<b>£726</b>



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For more info visit [www.euroinst.co.uk](http://www.euroinst.co.uk)



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