

# Accuracy and Compliance at All Times

## Service Selection Made Simple – Customize Your Service Plan in Two Steps

For you to rely on your equipment, it must be fully operational and provide reliable results at all times. Also, your processes, equipment and documentation must comply with current regulations.

METTLER TOLEDO offers tailored care packages to fit your specific needs. The right package helps to reduce costs and bring peace of mind regarding measurement quality and compliance.

### Step 1: Choose your maintenance package

	No Contract	BasicCare	StandardCare	ComprehensiveCare
Preventive Maintenance	On request	✓	✓	✓
Remote Support	✗	Preferred rates	✓	✓
Preferred Intervention	✗	✓	✓	✓
Technical Hotline	✗	✗	✓	✓
Repair Labor	✗	Preferred rates	✓	✓
Repair Parts	✗	✗	✗	✓
Service Level Agreements (SLA)	Best effort	48 h/2 business days	48 h/2 business days or specific SLA	
Travel Time	Not included	Preferred rates	✓	✓

### Step 2: Add your calibration package according to your accuracy and regulatory requirements

	CTR + Annex* Comprehensive Test Report	ACC + GWP Annex Accuracy Calibration Certificate	ACC + GWP Annex + GWP® Verification Accuracy Calibration Certificate
As-Found As-Left Measurements	✓	✓	✓
Pass / Fail Statement to a Tolerance*	✓	✓	✓
Repeatability Test	Optional	✓	✓
Measurement Uncertainty in Use	✗	✓	✓
ISO 17025 Accreditation	✗	Optional	Optional
Customer Process Requirements	✗	✓	✓
Safe Weighing Range Chart	✗	✓	✓
Fit-For-Purpose Statement	✗	✓	✓
Risk-Based Calibration Plan	✗	✗	✓
Risk-Based Routine Testing Plan	✗	✗	✓

\* Tolerance annexes available (also in combination with ACC): Legal for Trade, OIML/HB44, Custom, Manufacturer

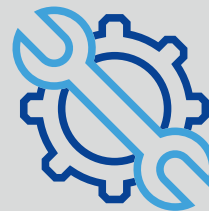
Additionally, we offer the Certificates USP 41 and Ph. Eur. 2.1.7.

## Services at a Glance

### Preventive Maintenance – More Than Just a Polish

Avoid unpleasant surprises such as unreliable results or unexpected downtime. Proactive maintenance is key to your equipment's accuracy and longevity. Our preventive maintenance in combination with calibration includes not only external but also internal cleaning and several functional and operational tests (and includes corrective actions if required).

Learn more: ► [www.mt.com/labbalances-pm](http://www.mt.com/labbalances-pm)



### Accuracy Calibration Certificate (ACC) – Key to Ensured Accuracy

Only a calibration can show you how accurate your weighing results are. Therefore, your device must be calibrated onsite in the environment where it is used. Our Accuracy Calibration Certificate (ACC) quantifies the performance of your device (measurement uncertainty) over its entire weighing range and is available with various annexes, depending on applicable regulations.

Learn more: ► [www.mt.com/calibration-acc](http://www.mt.com/calibration-acc)



### GWP® Certificate – Meet Your Process Requirements

The ACC certificate annexes give a clear pass/fail statement for the tolerances applied. With the GWP® Certificate as an annex, you see whether your weighing device is fit-for-purpose (suitable for its intended use) and meets your internal requirements.

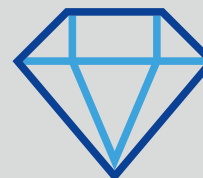
Learn more: ► [www.mt.com/calibration-acc](http://www.mt.com/calibration-acc)



### GWP® Verification – Maintained Accuracy over Time

GWP® Verification provides you with a calibration and routine testing plan based on a risk assessment to maintain consistent quality and reduce costs. This includes the frequency of calibration and routine testing as well as testing methods, weights and tolerances. It also provides you with additional security and regulatory compliance documentation.

Learn more: ► [www.mt.com/gwp-verification](http://www.mt.com/gwp-verification)



### Training – Trained Staff Pays Off

Well-trained staff is key to ensuring that your processes are efficient and safe. Trainings deliver a solid understanding of how to best operate/maintain your device and help you stay up-to-date with the latest regulations and applications. Check with your local METTLER TOLEDO representative to see what onsite trainings are available in your area.

Learn more: ► [www.mt.com/training](http://www.mt.com/training)



**METTLER TOLEDO Group**  
Laboratory Weighing  
Local contact: [www.mt.com/contacts](http://www.mt.com/contacts)

[www.mt.com/gwp](http://www.mt.com/gwp)

For more information

Subject to technical changes  
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