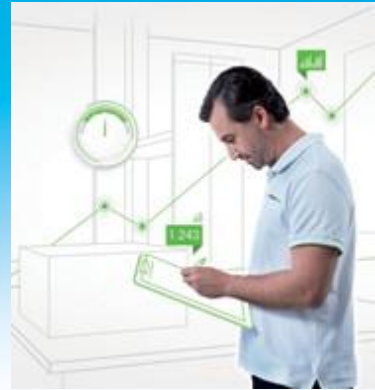


# Product Inspection



Compliance  
Expertise  
Performance  
Uptime



## Product Inspection Services Maximizing Productivity

**METTLER TOLEDO**





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# METTLER TOLEDO Service

## Your Global Partner

**With over 3,600 technicians in 39 countries, METTLER TOLEDO has the largest service team in the product inspection industry. Our global presence allows us to offer customers short response times and reliable repair services around the globe.**

METTLER TOLEDO helps you achieve optimal operational performance with a service offering that keeps you in compliance with your industry's regulations. We analyze, set up, test and maintain your applications. We train your staff on site, helping to maintain production efficiency. Our service offering includes standardized documentation to prove compliance. Select the services based on your operational needs to maximize your investment through the life of your equipment.

**Our service offering is aligned to support these four benefits:**



### **Uptime**

Support & Repair

- Regular preventive maintenance to maximize equipment uptime
- Professional repairs using original METTLER TOLEDO parts
- Dedicated offering of service contracts to minimize risks for the customers



### **Performance**

Maintenance & Optimization

- Regular performance verification ensures equipment runs at peak performance
- Professional startup and configuration
- Regular updates & upgrades



### **Compliance**

Assurance & Certification

- Professional documentation of compliance-related service activities
- Simplified system commissioning with IPac and EQPac



### **Expertise**

Training & Education

- Training for operators, quality and maintenance staff
- Expert advice, comprehensive solution literature and downloads of technical documentation

# Consulting and Business Support

## Alignment with Your Resources

**Our global service network supports your product inspection equipment through its entire lifecycle, from installation and start-up through official verification support, preventive maintenance and equipment repair.**

**Benefit from our comprehensive experience in:**

- Applications for all industries
- System integration and automation
- Local, regional and international metrology
- Industry standards and regulations



### Consultation and Support

Engaging METTLER TOLEDO in a consulting or business support role gets you clear and concise communication. Every project is assigned a principal point of contact for:

- Achieving on-time, on-budget project completion
- Providing a clear scope of work
- Ensuring compliance with industry standards and regulations
- Supporting project and sub-contractor management



### Factory and Site Acceptance Tests (FAT and SAT)

Before the end of the project, an optional on-site or factory acceptance test using your contracted equipment and specifications will reveal any deviation.

Should any problems arise, they can be quickly addressed, reducing commissioning and setup time.



### Ongoing Support

Equipped with METTLER TOLEDO made spare parts and advanced tools, our service engineers provide efficient and effective system support throughout the lifecycle of your equipment. With an in-depth understanding of your installation, we are always on hand to help with the implementation of future changes.

# Commissioning and Start-up Packages

## Getting the Most Out of Your Equipment

Getting the most out of your system's capabilities is important if you are aiming for maximum efficiency and performance. Based on your requirements, METTLER TOLEDO commissioning and start-up packages ensure your product inspection equipment achieves consistent, reliable results right from the start and throughout ongoing operations.

|                              |  | IPac   | EQ Pac   |
|------------------------------|--|--|--|
|                              |  | <p><b>Professional Start-up &amp; Standard Qualification</b></p> <p><b>IPac</b> is designed for regulated industries with requirements for products at a consistent level of quality.</p> <p><b>Standard qualification</b> ensures peak performance, high accuracy, consistent performance and full documentation to meet compliance with internal standards and external regulations.</p> | <p><b>Professional Start-up &amp; Comprehensive Qualification</b></p> <p><b>EQPac</b> is designed for highly regulated industries when product safety and regulatory compliance is of the utmost importance.</p> <p><b>Comprehensive equipment qualification</b> supports manufacturers with in-depth testing for optimal performance and provides extensive documentation in compliance with even the most demanding the regulations.</p> |
| Our Deliverables             | <b>Setup &amp; Configuration</b> of the equipment tailored to your requirements                |  |  |
|                              | <b>Performance Verification</b> to ensure maximum equipment performance right from the start   |  |  |
|                              | <b>Initial user training</b> on basic equipment operation, maintenance, and care procedures    |  |  |
|                              | <b>Standardized qualification</b> & documentation to ensure compliance to GFSI based standards | <b>Tailored qualification &amp; documentation</b> customized to your needs to ensure compliance to all relevant standards  |  |
| Industry Examples            | Regulated Industries including Food (e.g. GFSI standards such as IFS, BRC, etc.)               | Highly Regulated Industries - e.g. Pharmaceuticals   |  |
| Product Inspection Equipment | Check-weighers   | ●  | ●  |
|                              | Metal Detectors  | ●  | ●  |
|                              | Vision Inspection  | ●  | ●  |
|                              | X-ray Systems  | ●  | ●  |

# User Training

## Developing Resource Skills

**A key success factor of any efficient processing or packaging line is the skill of the operators and technicians responsible for them. Many industry standards define this as an essential requirement for compliance.**

METTLER TOLEDO offers a broad range of training courses designed to ensure manufacturers get the best possible performance and uptime of their product inspection systems.

We can conduct on-site training courses tailored to your requirements:

- How to operate the equipment
- How to comply with quality assurance requirements
- How to handle maintenance and repair



### Effective Training Pays Off

Whether you need basic equipment familiarization or advanced solution training, we have an effective training package. Our training courses deliver a solid understanding of how to best operate and maintain your equipment, ensuring your processes work efficiently and effectively.

### Our Training Courses Include:

|  |   |
|--|---|
| Operation Module for Operators                       | Safety instructions, Good Manufacturing Practices and a comprehensive understanding of product inspection equipment are all part of this course; participants will learn how to operate your equipment as efficiently as possible and receive expert knowledge.   |
| Quality Module for Quality Managers                  | Focuses on basic knowledge of principles and also functions as well as a comprehensive understanding of documentation and equipment verification. Also addresses the most important aspects of log file functions and due diligence. Support your quality assurance, identify and avoid possible hazards. |
| Maintenance Module for Technicians/Engineering Staff | Explains basic fault diagnostics and essential maintenance tasks, also covers regulations, unplanned downtime prevention, and basic fault diagnostics to prevent unplanned downtime and carry out equipment repairs easily.   |

### Your Benefits:

- ✓ Achieve compliance
- ✓ Maintain peak performance
- ✓ Gain total peace of mind
- ✓ Get the best results from your system

# Spare Parts Kits

## Enhancing Maximum Uptime

Our genuine spare parts maintain equipment performance by ensuring high operational efficiency, minimizing unexpected failures and keeping service time to the absolute minimum.



## Benefits of having genuine spare parts at hand:

- **React immediately** and handle smaller repairs yourself
- **Increase your uptime** and Overall Equipment Effectiveness (OEE)
- **Reduce production losses** and costs
- **Ensure optimum performance** by using high-quality genuine spare parts
- **Profit from spare part kit discounts** compared to ordering individual parts

### "Basic" Spare Parts Kit

#### **Includes basic wear parts.**

A solid back-up, composed of commonly-replaced parts for your product inspection system, such as: rollers, tooth belts and conveyor belts.

### "Uptime" Spare Parts Kit

#### **Ensures highest uptime.**

Includes the basic kit and conveyor motors.

### "Electronics" Spare Parts Kit

#### **Keeps electronics functioning.**

Critical electronic components to protect the heart of your product inspection system.

### "Complete" Spare Parts Kit

#### **Gives full peace of mind.**

All spare parts available - whenever needed.  
An all-round package for your product inspection system.





|                          | Spare Parts Kits "Basic" | Spare Parts Kits "Uptime" | Spare Parts Kits "Electronics" | Spare Parts Kits "Complete" |
|--------------------------|--------------------------|---------------------------|--------------------------------|-----------------------------|
| <b>Checkweighing</b>     | ●                        | ●                         | ●                              | ●                           |
| <b>Metal Detection</b>   | ●                        | ●                         | ●                              | ●                           |
| <b>X-ray Inspection</b>  | ●                        | ●                         | ●                              | ●                           |
| <b>Vision Inspection</b> | —                        | —                         | ●                              | ●                           |
| <b>Track &amp; Trace</b> | ●                        | ●                         | ●                              | ●                           |

**Our Spare Parts Kits are available for the following technologies. See what is included:**

### Checkweighing



|                    |  |
|--------------------|--|
| <b>Basic</b>       | Wear and tear parts, such as conveyor belts, rollers, tooth belts                    |
| <b>Uptime</b>      | Wear and tear parts, such as conveyor belts, rollers, tooth belts, conveyor motor    |
| <b>Electronics</b> | Electronic components, conveyor motor, realtime controller, motor control electronic |
| <b>Complete</b>    | All parts of the "Basic", "Uptime" and "Electronics" Spare Parts Kits                |

### Metal Detection



|                    |  |
|--------------------|--|
| <b>Electronics</b> | Interconnect, module (cover + PCB stack connected), cover, fan, powerdrive, RC loop board, power supply unit |
|--------------------|--|

### X-ray Inspection



|                    |  |
|--------------------|--|
| <b>Basic</b>       | Conveyor belts, rollers and curtains   |
| <b>Uptime</b>      | All parts of the Spare Parts Kits "Basic" plus a motor   |
| <b>Electronics</b> | Motor, detector, generator, lamp, emergency stop, safety relay, interlocks, inverter, beacon base, power supply unit |
| <b>Complete</b>    | All parts of the "Basic", "Uptime" and "Electronics" Spare Parts Kits  |

### Vision Inspection



|                    |  |
|--------------------|--|
| <b>Electronics</b> | Electrical and electronic components   |
| <b>Complete</b>    | All parts of the "Electronics" Spare Parts Kit plus selected high value components |

### Track & Trace



|                    |   |
|--------------------|---|
| <b>Basic</b>       | Conveyor spare parts and printer cartridge (for selected products only)                                   |
| <b>Uptime</b>      | Motors, conveyor spare parts and printer cartridge (for selected products only)                           |
| <b>Electronics</b> | Electrical and electronic components  |
| <b>Complete</b>    | All parts of the "Electronics" Spare Parts Kit plus selected high value components (camera, HMI, printer) |

# Maintaining Productivity

## Service Contracts and Agreements

**Your service needs vary according to your application and production requirements. We can tailor agreements to suit your needs for the greatest flexibility.**

### **BasicCare:**

This basic contract includes annual preventive maintenance and performance verification with discounted labor coverage in the event of a repair.

### **StandardCare:**

This contract includes the full scope of Basic Care but in addition, fully safeguards against any unexpected labor costs. The technical hotline offers shorter resolution times by solving issues by telephone.

### **ComprehensiveCare:**

This contract ensures maximum uptime and optimum performance at a fixed price. ComprehensiveCare includes the full scope of StandardCare but offers full cost control through the inclusion of spare parts coverage.



| Contract Name  | BasicCare        | StandardCare     | Comprehensive Care |
|--|------------------|------------------|--------------------|
| <b>Services Covered</b>  |                  |                  |                    |
| <b>Contract Duration</b>   | <b>12 months</b> | <b>12 months</b> | <b>12 months</b>   |
| <b>Preventive maintenance</b><br>- Inspection and cleaning of all mechanical components<br>- Inspection and testing of electronic components<br>- Inspection for wear and damage | •                | •                | •                  |
| <b>Performance verification</b>  | •                | •                | •                  |
| <b>Annual radiation survey (X-ray only)</b>  | •                | •                | •                  |
| <b>Equipment operational testing</b>   | •                | •                | •                  |
| <b>Preferred service intervention</b>  | •                | •                | •                  |
| <b>Technical hotline access</b>  | •                | •                | •                  |
| <b>10% discounted repair labor</b>   | •                | •                | -                  |
| <b>100% labor coverage in case of equipment repair</b>   | -                | •                | •                  |
| <b>Spare parts coverage 100%</b>   | -                | -                | •                  |

# Preventive Maintenance

## Maximizing Reliability

**As the manufacturer, no one knows your product inspection equipment better than METTLER TOLEDO. Our product inspection technicians are trained to ensure that systems are working safely and efficiently, with the maximum ongoing reliability.**



### Prevention to Avoid Breakdown

To keep equipment running efficiently and maximize the life expectancy, we recommend testing its functionality via a regular preventive maintenance program. This ensures that parts and systems are adjusted, overhauled, repaired or replaced. This helps reduce equipment failure, unplanned downtime and costly repairs.

### Organizing Regular Maintenance

To ensure that all your equipment runs with optimum efficiency, we will work with you to establish regularly scheduled preventive maintenance visits for all your METTLER TOLEDO equipment, ensuring each service call covers the maximum number of machines, avoiding production line downtime wherever possible.

# Verification Services

## Documented Compliance

### Performance Verification

The performance of your equipment may drift from standards established during initial start-up. METTLER TOLEDO's Performance Verification is an important assessment of your inspection equipment, documented with a verification certificate. We verify your equipment performance, ensure its reliable operation with agreed specifications and maintain full compliance with relevant standards.

### Safety Verification

Trust METTLER TOLEDO's qualified service technicians to check your product inspection equipment for potential hazards and eliminate them. Our experts ensure employee safety by verifying all mechanical and electrical aspects of the system along with radiation safety checks. If legal regulations or recommendations have changed over time, our experts can provide advice and suggest solutions.

### Legal for Trade

We support you with initial and regular metrological certifications in accordance to relevant local and global weights and measures legislations (such as Measurement Instrument Directive MID). Our global expertise ensures we are fully aware of relevant regulations wherever you are.

# Test Samples and Weights Tools to Ensure Compliance

**Regular testing of your product inspection systems, based on your process requirements, enables you to achieve consistent and reliable results. METTLER TOLEDO's test kits provide tools for proactively verifying that equipment is performing to expectations.**

Routine performance monitoring of product inspection equipment is an essential part of any well designed quality management system in the food or pharmaceutical industry. Having the correct test pieces available ensures the performance verification data collected is accurate and consistent supporting regulatory compliance and meeting due diligence obligations.

## **Calibrated test weights and test samples for testing your product inspection equipment**

METTLER TOLEDO Product Inspection offers a wide selection of certified test weights for checkweighers, and certified test samples in a variety of formats for metal detectors and x-ray inspection systems. These test materials provide a quick and easy way to achieve verification or qualification of your product inspection equipment for compliance with all applicable standards and regulations.

|   |  |
|---|--|
| Set of metal detector test samples            | Various color-coded, laminated test cards (95 x 65 mm) are available - containing test spheres of different metals and sizes up to a sphere diameter of 3.5 mm, for the verification of metal detectors. Also available: test sticks, mini test sticks, test rods, test balls and test tablets |
| Small test weight set                         | Set of individual F2 class weights from 1 g to 500 g in a handy case for the verification of checkweighers   |
| Large test weight set                         | Set of individual F2 class weights from 1 g to 2 kg in a handy case for the verification of checkweighers  |
| X-ray inspection test kits and test kit packs | The kits will be configured to your needs - per kit you define the 12 test cards you need. Also available: test pens and test pucks.   |



## **Certified Test Samples for Metal Detectors and X-ray Systems**

To assist in the testing process of metal detection and x-ray inspection systems METTLER TOLEDO provides a comprehensive range of certified test samples. These are available in a selection of materials, sizes and carriers, for use in any application including conveyor inspection systems, gravity fall and pipeline systems.

## **Certified Precision Test Weights for Verifying Your Checkweigher Performance**

Our test weights are certified for verification, calibration and regulatory calibration as they have received the accredited "SCS" calibration certificate. SCS is the Swiss Calibration Service which comprises the calibration laboratories accredited by the SAS (Swiss Accreditation Service).

# Upgrade and Refurbishment For Product Inspection Equipment

To ensure maximum performance as production equipment demands develop, we offer the following upgrade options, which can help you during your product lifecycle:



## Metal Detectors

Electronic Platform Upgrades

Upgrading your metal detector's electronic platform provides improved levels of security, enhanced operational performance and increased compliance with the demands of food safety standards. This delivers significant benefits without having to replace the entire machine.



## Checkweighers

Load Cell, Software, Hardware & Electronics Upgrades

As the heart of your checkweigher, the load cell is subject to a degree of wear over the years, which can affect the precision and product life of the load cell. Upgrading your checkweigher to the latest version ensures that maximum equipment performance will be maintained.



## X-ray Inspection Systems

Software Upgrades

The x-ray system's software is crucial to the overall effectiveness of a production line. If the x-ray software is up-to-date and working effectively, contaminants and product defects continue to be detected and removed, safeguarding brand protection.



## Vision Inspection Systems

Software Upgrades

Upgrading your hardware and software is a key factor to ensure full compliance with legal or industry requirements in the Vision Inspection or Track & Trace field. Periodic upgrades are recommended to maintain or even improve the performance of a production line.

# Repair Service

## For Product Inspection Equipment

**When you invest in METTLER TOLEDO product inspection equipment, you are investing in a system with many years of reliable operation.**

### **Expert Technical Teams**

You can rely on the industry's most comprehensive network of technical experts to look after your repair requirements. Highly trained in the full range of METTLER TOLEDO Product Inspection portfolio, our dedicated technicians will repair, maintain and preserve your equipment for years of reliable service.

### **Excellent Technical Support**

Our well-trained technical teams are available to provide excellent on-site support to effectively deal with breakdown, part failures or general wear and tear issues.

Whatever your equipment challenges, we can deliver a rapid, effective and long-lasting solution.

# Phase-out Services

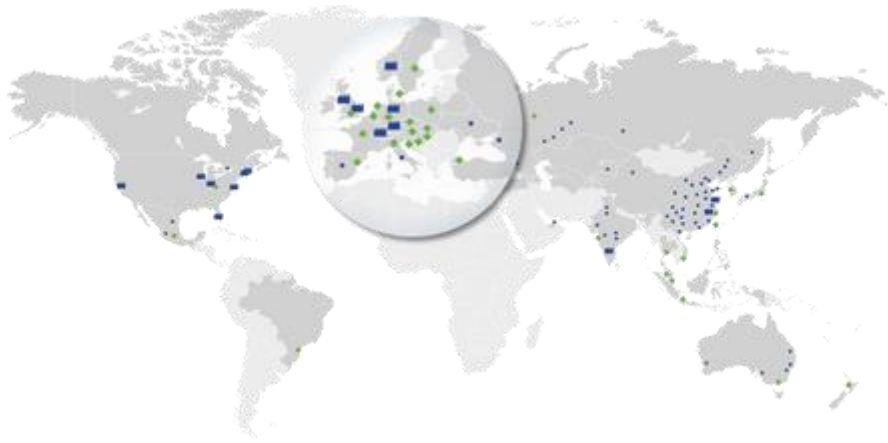
## For Product Inspection Equipment

### **Uninstall/Dismantling Service**

Our expert technical teams are available to uninstall METTLER TOLEDO product inspection equipment in the event a production site needs to be expanded or moves to another location. They can also help dismantle equipment at the end of its useful life, facilitating its disposal or organizing a re-sale for you.

### **The Benefits for You:**

- Replace equipment at the end of its useful life with a state-of-the-art successor solution that has been designed upwards compatible to ensure minimal integration effort and maximum production line uptime.
- Get advice on how to recycle the old equipment or ask METTLER TOLEDO for a quotation to collect and dispose of the old equipment in line with environmental policies.



### **Global Reach**

METTLER TOLEDO Service focuses on helping get the most out of your equipment, providing support when and where you need it. METTLER TOLEDO Service is the key to maximizing the benefits and return on investment of your product inspection equipment. Our global service network guarantees a consistent level of service and support wherever you are.

[www.mt.com/service-pi](http://www.mt.com/service-pi)

For more information

**METTLER TOLEDO Group**  
Product Inspection Division  
Local contact: [www.mt.com/pi](http://www.mt.com/pi)

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