

# Care Contracts



**PENDOTECH**

Leading Process Analytics

## Care Contracts

Maximizing Ongoing Compliance

Minimizing Downtime

Optimizing Performance

## Service Contracts

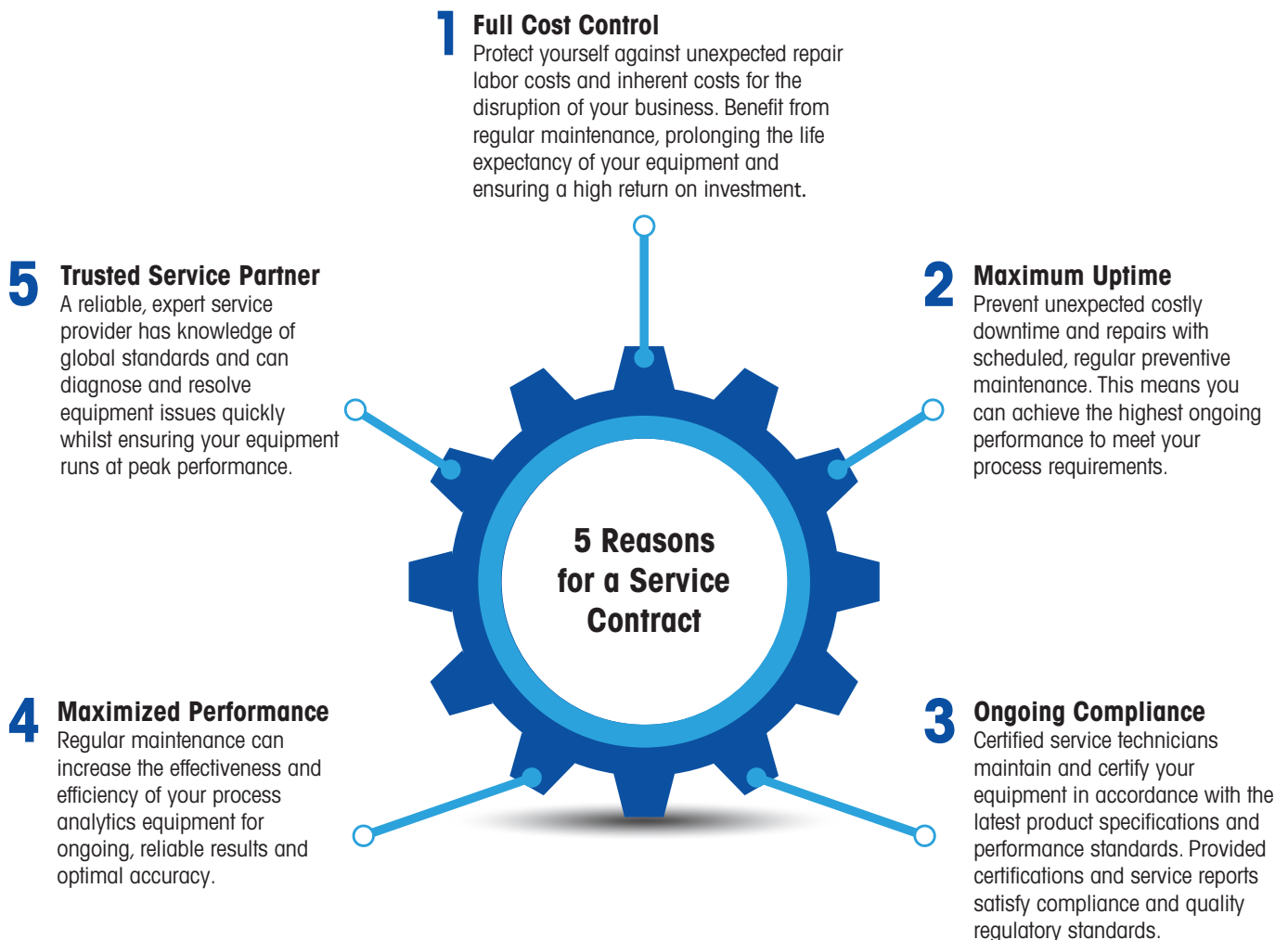
For Maximum Performance

**METTLER TOLEDO**

# Maximizing Ongoing Performance

## 5 Reasons for a Service Contract

A Pendotech Service Contract provides peace of mind that your Pendotech equipment is optimized. This means operating at peak performance, delivering accurate results and meeting productivity, quality and regulatory needs. Furthermore, they reduce the risk of unexpected downtime whilst offering cost control and achieving a high return on your investment.



# Utilizing an Effective Service Plan With Service Contracts

**Process analytics equipment supports compliance with standards and regulations, but the equipment is only one piece of the puzzle. Without a strong service plan, any investment in process analytics equipment will fail to provide the best results.**

## ExtendedCare

Pendotech offers a 24 months full service contract for new equipment. This option provides annual preventive maintenance and performance verification visits, priority technical support, technical hotline assistance\*, field and depot emergency service, and replacement parts. Extended Care is only available when purchased with new equipment.

## ComprehensiveCare

After the Extended Care period ends, Comprehensive Care maintains the same level of coverage as Extended Care for existing equipment, ensuring maximum uptime and optimum performance.

## StandardCare

This contract includes the full scope of Basic Care and in addition, safeguards against unexpected labor costs. The technical hotline assistance\* offers shorter resolution times.

## BasicCare

This contract includes annual preventive maintenance and performance verification visits with discounted repair labor coverage if needed.







## 24/7 Remote Support\*

We offer expert telephone support 24 hours a day, 7 days a week to minimize potential production interruptions.

\*Subject to local availability

# Service Contracts

## Options and Features

	No Contract	BasicCare	StandardCare	ExtendedCare ComprehensiveCare
 <b>Performance</b>				
Preventative Maintenance	On Request	✓	✓	✓
 <b>Compliance</b>				
Performance Verification Including Reports	On Request	✓	✓	✓
 <b>Expertise</b>				
Customer Training	On Request	On Request	On Request	Remote Training Session Included*
 <b>Uptime</b>				
24/7 Technical Support*	✗	✗	✓	✓
Preferential Intervention	✗	Preferred	Priority	Top Priority
Repair Labor Included (Depot & On-Site*)	✗	Preferred Rates	✓	✓
Wear & Spare Parts Included	✗	✗	✗	✓
Service Level Agreement	Best Effort	To be added locally	To be added locally	To be added locally
Travel Time	✗	Region Based	Region Based	Region Based

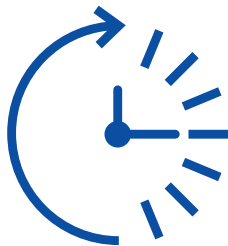
\*Subject to Local Availability

# Benefits of Preventive Maintenance and Performance Verification

Regular, professional preventive maintenance and performance verification go hand in hand to keep equipment running efficiently. A program with both regular performance verification and preventive maintenance will preserve valuable assets and eliminate incidents such as the premature replacement of parts.

## Remaining Compliant

Every industry has its own set of standards which you have to abide by in order to stay compliant. Pendotech service plans provide complete documentation of procedures supplying proof that equipment is fit for purpose and is regularly tested. It also confirms that staff are properly trained.

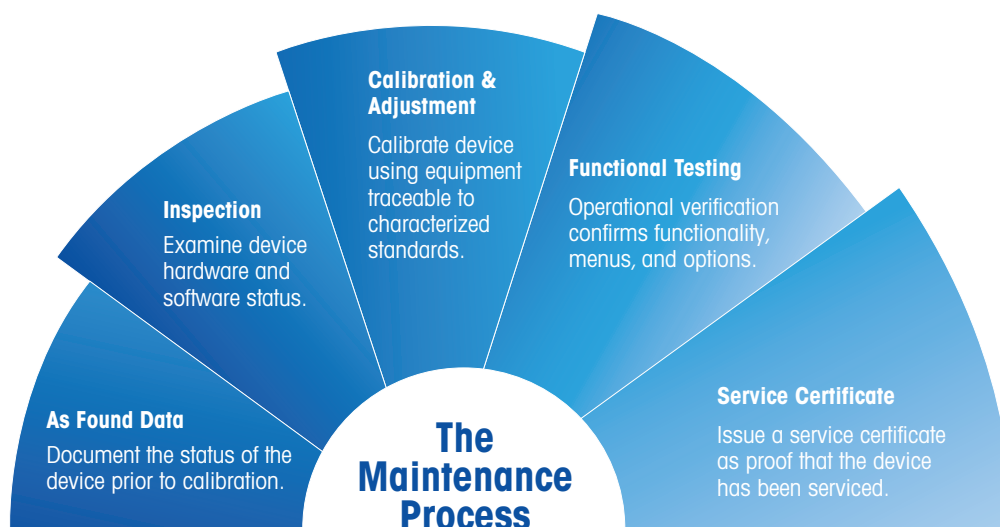


## Maximizing Uptime

Almost half of all unplanned downtime is as a result of a hardware issues. This highlights the importance of regularly planned maintenance. A competent service partner will offer preventative maintenance routines to keep your equipment functioning efficiently.

## Maximizing Performance

Getting the most out of your process analytics equipment begins with installation. Professional commissioning of the system and training of on-site staff before start-up ensures the system is at peak performance from the moment it is turned on. Making sure operators remain properly trained helps to reduce the risk of errors and the potential for unexpected system downtime.



# Preventive Maintenance and Repair Options

## Depot and Field

Service	Scope of Activities	Advantages and Benefits	Depot	Field
<b>General Inspection</b>	Visual and functional condition check predicting failures for key components of the device.	<ul style="list-style-type: none"> <li>Ensure mechanics and electronics are in good working condition until the next maintenance interval (Without damage, properly connected and without functional impairment)</li> <li>Predicting failures before they become critical for operation</li> </ul>	✓	✓
<b>Service Scheduling</b>	Issue a quote, purchase processing, and date selection.	<ul style="list-style-type: none"> <li>Work is done in a few hours per unit, ensuring a quick turnaround and increased productivity</li> <li>Unit is ready same-day, no shipping</li> </ul>		✓
<b>Cost Minimization</b>	Service budgeting and planning.	<ul style="list-style-type: none"> <li>Per unit cost is minimized by removing technician travel costs</li> <li>Enjoy schedule flexibility: ship to service at your convenience</li> </ul>	✓	
<b>Wear Part Replacement</b>	Replacement of worn-out parts (If needed).	<ul style="list-style-type: none"> <li>Ensure equipment uptime and maintain the performance for the next maintenance interval</li> </ul>	✓	
<b>Adjustments</b>	Mechanical, electrical and software adjustments.	<ul style="list-style-type: none"> <li>Software setting or hardware adjustments to ensure overall product equipment performance</li> </ul>	✓	✓
<b>Maintenance Report</b>	Documentation of all maintenance activities and device status.	<ul style="list-style-type: none"> <li>Documented compliance for relevant standard</li> <li>Full visibility of equipment condition</li> </ul>	✓	✓
<b>Accuracy Testing</b>	Definition of test products and number of product passes; documentation of results inclusive of performance optimization definitions.	<ul style="list-style-type: none"> <li>Evaluation and documentation of equipment's inspection accuracy/ sensitivity to ensure equipment is running on agreed performance levels</li> <li>Verification of test results against relevant standards to ensure compliance</li> </ul>	✓	✓
<b>Functional Testing</b>	Operational verification of all or key functions and options, such as signal measurement and transmission.	<ul style="list-style-type: none"> <li>Functional testing of the equipment under operational conditions to ensure the equipment functionalities are working as specified</li> </ul>	✓	✓
<b>Performance Verification Certificate</b>	Detailed documentation of functional and inspection tests.	<ul style="list-style-type: none"> <li>Documented compliance for relevant standard</li> <li>Limit the risk of non-compliance during audits</li> <li>Peace of mind about inspection functionality of your PA instrument</li> </ul>	✓	✓
<b>Service Recommendations</b>	Consultancy on recommended services	<ul style="list-style-type: none"> <li>Expert service recommendations tailored to customer and equipment needs</li> </ul>	✓	✓



# Benefit from Remote Services with Global Reach and Local Excellence:



## Video Call Support

This service enables remote identification of the cause of process analytics equipment issues and facilitates Pendotech engineers to instruct on-site staff, irrespective of knowledge, how to rectify the problem.



## 24/7 Technical Hotline Assistance\*

Equipment uptime is critical for every business. We offer expert telephone support 24 hours a day, 7 days a week to minimize potential production interruptions.

\*Subject to Local Availability

**METTLER TOLEDO** Service

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

For more international-service information

[www.pendotech.com/support](http://www.pendotech.com/support)

For more US-service information



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Subject to technical changes.

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