

ServiceXXL

**HI-SPEED**  
Checkweighing



ServiceXXL®

High performance from Hi-Speed

**METTLER TOLEDO**



**For better traction, you put new tires on your car.**

**To save fuel, you get a tune-up.**

**And when the odometer reaches the next 3,000 miles, you know exactly what to do.**

All high performance machinery, whether a racecar or a checkweigher, requires service and maintenance to stay on track. That's why a regular, ongoing commitment to keeping your equipment running smoothly is so important for protecting your investment.

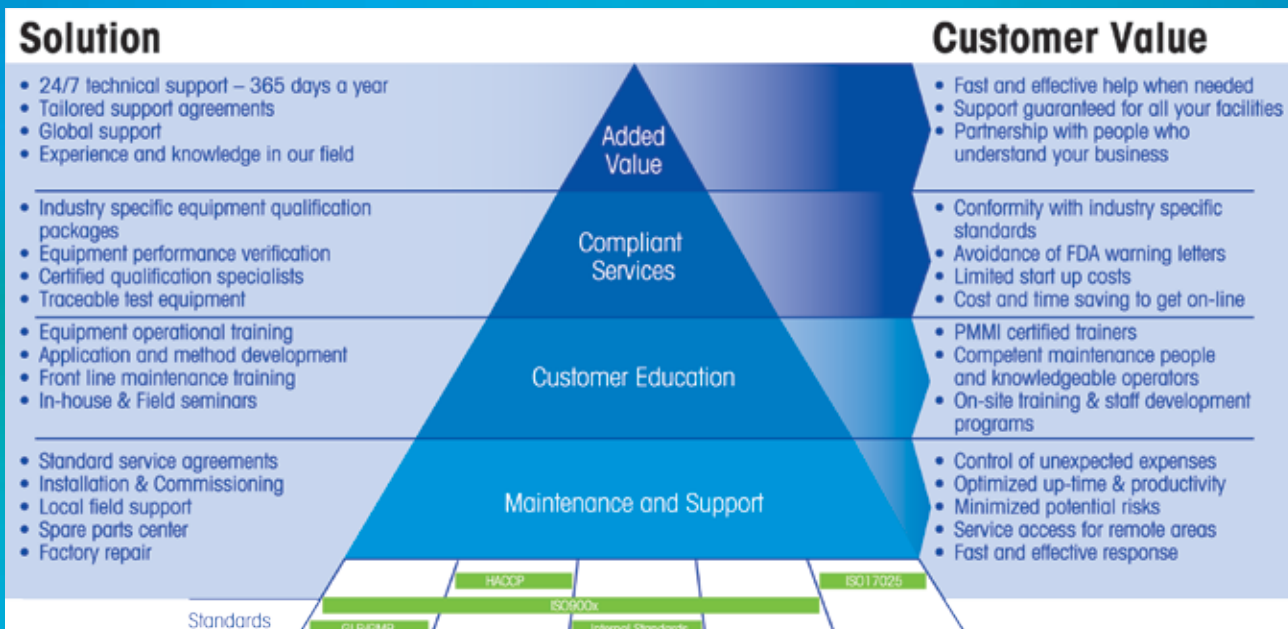
ServiceXXL—the biggest service commitment in the industry—is your assurance that your Hi-Speed checkweighing equipment will sustain optimal performance over longer periods of time, with fewer interventions, to control escalating product packaging costs and to reduce waste.

For example—a slightly out-of-tolerance production line running 250 PPM, with package weights consistently overfilled by only 200 milligrams (.007 ounces), will give away 3,000 grams (105.8 ounces) of product per hour. In a single-shift operation

during a normal work year, that's over 4 tons of lost product and profits annually! ServiceXXL programs help keep your checkweighers running at their designed specification throughout the production cycle, protecting your bottom line.

In highly regulated industries, a program of routine maintenance and performance verification testing can be an excellent addition to a company's overall compliance program.

ServiceXXL is your guarantee that Hi-Speed checkweighers will keep running strong, every time. So when your equipment needs a tune-up or routine maintenance, turn to ServiceXXL, where a well-equipped and efficient crew is ready to reduce your risk, lower your operational costs, and keep you in the race.



## Reduced risk

Assure compliance to specifications and reduce risks during quality audits by utilizing standardized service protocols, written in accordance with Hi-Speed's ISO 9001 Quality Standards, and developed by PMMI Certified Training professionals. ServiceXXL Certified Technicians have the product expertise and the traceable tools to flawlessly qualify your equipment.

## Time savings

ServiceXXL will help you avoid startup delays associated with generating documents and performing qualifications.

## Lower costs

ServiceXXL performance verification services and ongoing preventative maintenance programs reduce the total cost of your equipment ownership through effective asset management. Correct validation maintains compliance to specifications and averts the expensive consequences of lost customers or wasted product resulting from underfills, overfills, or missing package components.

## Team XXL

Nobody knows Hi-Speed equipment like our ServiceXXL teams. We put your new checkweigher on track fast, and make sure that it's running at its peak performance right from the start. We're the best in the business at equipment installation and qualification, so you'll get more mileage from your machine with ServiceXXL product support. Hi-Speed keeps a history of every machine we sell—this knowledge is the basis for ServiceXXL preventive maintenance plans and for our superior troubleshooting expertise.

From machine purchase to ongoing maintenance and repair, ServiceXXL solutions ensure you get the most from your investment by optimizing equipment uptime, ensuring performance traceability, and assuring regulation compliance.

## 24/7 phone support

If your company requires round-the-clock support to keep packaging lines fully operational, ServiceXXL technical support staff can be on call 24/7 to help you troubleshoot problems and get your equipment up and running again.

## Initial set-up & commissioning

ServiceXXL starts at the factory, where every checkweigher is thoroughly tested before it goes out on the road to you. We join your team, providing the assistance you need to get your checkweighers set up and running smoothly. Our field specialists are always available to install and commission your checkweigher system, to eliminate potential issues, and to ensure that your staff is trained to operate and support your checkweigher equipment.

Equipment qualification, an important first step in the set-up process, ensures the accuracy and consistency you require in checkweigher performance, which is critical to the operation and success of your packaging line. Process documentation, an important aspect of installation and set-up, aids in compliance efforts and can be as detailed as necessary. For stringent pharmaceutical regulations, ServiceXXL offers EQPac, a comprehensive set of documents for pharmaceutical reporting purposes.

## Performance verification

Your checkweigher's performance—just like a racecar's—can be affected by temperature, speed, weight, and wear, so it's extremely important to verify equipment function on a regular basis. ServiceXXL provides scheduled, on-site verification certifying that

your equipment meets established performance parameters, so you have the security of knowing that your checkweigher is detecting underfills and overfills, and that knowledgeable service professionals are keeping a performance record.



## Preventive maintenance

Like regular pit stops for your checkweigher, experienced ServiceXXL technicians perform preventative maintenance according to a fixed schedule for the routine cleaning, adjustment, and replacement of worn parts. Routine maintenance helps prevent random equipment failures and will improve the overall productivity of your packaging line.

## **Hi-Speed checkweigher training programs**

A key factor in success is skill—Hi-Speed puts you in the driver's seat to ensure your personnel receive the training they need to skillfully operate your checkweigher systems.

ServiceXXL Tailored Services can create a program of coursework and in-person training that teaches your employees to optimize equipment operation and consistently achieve productivity goals. Customized materials are developed by PMMI Certified Trainers who understand the packaging industry and its specific requirements. At Hi-Speed headquarters in Ithaca, New York, or on location at your facility, ServiceXXL instructors conduct operator training, maintenance training, and machine set-up instruction, delivering the knowledge your people need to keep lines running.

Checkweighers act as a critical product inspection tool. Formally documented training materials, along with maintenance and test procedures, are an important part of an effective quality program. They are also helpful to prove that employees have been properly instructed in the testing and monitoring of checkweighing equipment to ensure that consistent standards and methods are in place. Documentation also provides an unambiguous roster of approved and trained employees to discourage untrained personnel from applying inappropriate service techniques.

## **Spare parts**

By using Hi-Speed quality parts, you can be confident of consistent checkweigher operation and performance. Hi-Speed stocks a full inventory of spare parts that are fully inspected for compliance before they are packaged and quickly shipped to you.

## **Depot repairs**

Hi-Speed's Depot Repair Center is a fast, economical source for replacement printed circuit boards, weigh cells, and other components. Our goal is to maximize your checkweigher's service life while minimizing your total cost of ownership.

## Choose a ServiceXXL plan

Technical support	Platinum	Gold	Silver
24/7 phone support	Included	Included	Included
<b>Pre-scheduled service</b>			
Initial set-up & commissioning*	Included	Included	Included
Performance verifications per year	4	2	1
Preventive maintenance visits per year	1	1	1
Preventive maintenance parts	Included	Included	Included
On-site training days per year	2	1	1
<b>On-call &amp; emergency service</b>			
On-site response time	24 hrs.	48 hrs.	5 days
Emergency & other on-site days per year	2	1	
Labor discount for additional visits	25%	15%	5%
After hours & weekend service surcharge	Waived	\$200**	\$400**
<b>Parts &amp; repairs</b>			
RUSH factory repairs	Included		
Bench fee	Waived	Waived	\$250**
Labor discount	25%	15%	5%
Parts discount	40%	20%	10%
Overnight shipping charges	Waived	\$25**	\$50**
<b>Overnight hot swap program</b>			
X-series control	Included		
Weigh cells	Included		

\* When contract is a part of the sale of a new Hi-Speed Checkweigher

\*\* Per occurrence

Choose a ServiceXXL plan above that fits your company, or our service consultants will assist you in tailoring a plan that exactly matches yo

# Hi-Speed— high performance equipment, high quality support

Hi-Speed knows how to keep your checkweigher systems running and up to speed. Our equipment, people, and programs provide you with the service you need to be successful.

For more information about Hi-Speed ServiceXXL, call **800-836-0836** or e-mail [hispeed.support@mt.com](mailto:hispeed.support@mt.com)

## Service network

Wherever you are located, Hi-Speed can provide local technical support through an unrivaled network of service technicians. For your first line of support, we also offer a 24/7 hotline to connect you with our technical support staff.

## Online resources

Our websites are a great resource with answers to many of your questions. For information on checkweighers, go to [www.mt.com/hi-speed](http://www.mt.com/hi-speed), find details on metal detection and x-ray inspection at [www.mt.com/safeline](http://www.mt.com/safeline), and for a comprehensive overview of METTLER TOLEDO products, visit [www.mt.com](http://www.mt.com).



- ★ Hi-Speed & Safeline Technical Sales Support
- ◀ Safeline Regional Service
- ◀ Hi-Speed Regional Service



[www.mt.com/hi-speed](http://www.mt.com/hi-speed)

Visit for more information

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