

## OUR SERVICE LEVELS



### Jack

Jack offers a pay as you go service. You pay a call our charge of £75 and £45 for every hour and £25 per half hour or part thereof that our engineer is on site.

You will be quoted for an annual calibration and service visit and this will be invoiced once the work has been completed.



### Queen

Queen offers a contract pricing structure. You pay an annual Calibration & Service visit fee, which is payable annually in advance. The benefits of doing this is that you get discounted rates for any call outs you may have. PLUS you get the first call out for free!

The call out charges for this contract are £70 for the initial call out, and £40 for every hour and £20 per half hour or part thereof that our engineer **is on site**.



### King

King offers an all inclusive contract. We will quote you for an annual calibration and service, which can be made up of as many visits as you require. Also included are all call out charges and labour rates for additional call outs. Parts are chargeable. This contract also includes free hire of equipment, subject to availability, whilst any repairs are undertaken.

*Conditions do apply to this contract.*



### Ace

Ace offers a completely all inclusive contract to cover Annual calibration and service visits, call out charges, labour, and spare parts excluding loadcells and transducers.

This contract also includes free hire of equipment, subject to availability, whilst any repairs are undertaken.

*Conditions do apply to this contract.*

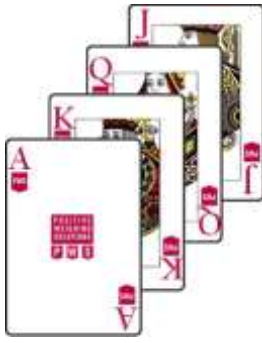
UNIT 19 CYGNET BUSINESS PARK HANLEY SWAN WORCESTERSHIRE WR8 0EA

Phone : 01684 310515 Fax : 01684 311402

[www.positiveweighing.co.uk](http://www.positiveweighing.co.uk)

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Registered Office : 71 Graham Road . WR14 2JS Company Number 644820



## The service you can expect.....

We aim to provide a local, friendly, reliable calibration and repair service to all our customers.

We have taken the comments on board from our 'survey' and have addressed the major issues which customers currently experience from other service providers and have focused on ensuring that those issues are not experienced with us as follows:-

1. **Call Centres** – *Experience tells us that customers do not appreciate call centres and automated call logging etc.. They would much rather speak to a regular person, who they will meet. They will in turn send the job to the engineer.*
2. **The inability to contact an engineer direct** – *If you want to contact the engineer, their numbers will be made available to you.*
3. **Engineers changing due to redundancy and cut backs** – *We are a tightly run company with a dedicated team of engineers, so we are concentrating on a small area, of which you fall part of. You will get the same engineer at each visit, and if we do employ further resources, they will most likely be for another area.*
4. **Engineers not turning up when they were promised** – *Serving the customer to the best of our ability is always our objective. Our quality is under constant review and we aim to 'delight the customer, and deliver our promise'.*

Charges for calibration visits are quoted following the supply of a list of weighing equipment on site detailing make / model, capacity and resolution. We will also need to know when the scales are next due for calibration.

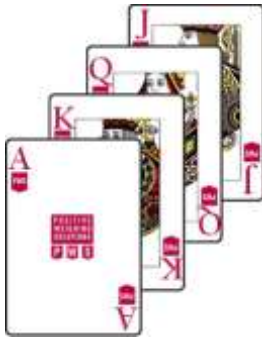
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## Get A Quote

If you would like to fill in this form and return to us, we will send you a 'No Obligation' quotation for the service and calibration of your scales.

Level of cover required	Scale Information
Jack <input type="checkbox"/> Queen <input type="checkbox"/> King <input type="checkbox"/> Ace <input type="checkbox"/>	0-10kgs & Balances <input type="text"/>
<b>Number of calibration Visits required</b> each Year (If left blank will assume 1 Calibration & 1 service visit at 6 monthly intervals)	11-50kgs <input type="text"/>
<input type="text"/>	51-250kgs <input type="text"/>
<b>Number of Service visits required</b> each year (If left blank will assume 1 Calibration & 1 service visit at 6 monthly intervals)	251-500kgs <input type="text"/>
<input type="text"/>	501-1000kgs <input type="text"/>
<b>Current Contract Provider</b>	1000 - 3000kgs <input type="text"/>
<input type="text"/>	3001-10,000kgs <input type="text"/>
<b>Contract Re-newal Date</b>	10,001kgs + <input type="text"/>
<input type="text"/>	Are you scales a mix of manufacturers or mainly a single type? Any information you can give us here will assist us in giving you a more competitive price
<b>Date next Calibration due</b>	<input type="text"/>
<input type="text"/>	

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