

CONTRACT LEVELS

Service Description	Bronze	Silver	Gold
Technical advice and on-site evaluation of applications. We will advise over the phone or come to site and assist with any applications you may have.	Included	Included	Included
Hire of equipment. Many customers hire equipment regularly for stock takes etc. As a contract customer, you will benefit from this.	5% Discount	10% Discount	15% Discount
Scheduled Service Visits. We will come and visit you a set number of times each year to calibrate / service your machines. This is chargeable in advance and comprises 'The Contract'. Most customers have 1 x calibration & 1 x service visit each year.	Bespoke	Bespoke	Bespoke
Emergency Call Out Charges. These are call outs in addition to your scheduled visits where a scale or load cell needs attending to. This call out charge covers the first 1/4 hour on site.	Chargeable	Chargeable	Included*
Hourly Labour Rate. This is the hourly labour rate charged once our engineer has been on site for 1/4 hour. The hourly rate is charged for every hour that our engineer is on site.	Chargeable	Chargeable	Included*
All Spare Parts. Any spare parts that are required to facilitate a repair will be charged at this rate. We carry as much on the vans as we can, but cannot carry everything, so repairs will often require a second visit and quotation. We often take scales back to base to repair if feasible as this helps keep costs down and speeds up repair times.	5% Discount	5% Discount	10% Discount
Postal Repair Service. If you send us a scale via courier, we will assess it, issue a quotation for the repair, repair on site following approval before sending it back to you. The hourly rate for repairs applies and no call out charge is incurred.	Available	Available	Available
Response Times. This is how quickly we attend site following a call being logged. The stated times are worst case scenario - in the majority of cases we will be able to respond to you within 8 working hours. All response times area location dependant.	Next Day to 2 Days	Same Day to Next Day	Same day if logged before 10:30am

All prices are tailored to the specific requirements of the customer*

Positive Weighing Solutions Ltd

Call: 01684 561 002
Email: info@positiveweighing.co.uk



Unit 8 The Clifton Centre, Spring Lane South, Malvern, WR14 1BJ

POSITIVE
WEIGHING SOLUTIONS

Service



**ENGAGE THE POSITIVE WEIGHING SOLUTIONS EXPERIENCE
AND JOIN THE MANY CUSTOMERS CURRENTLY
ENJOYING SERVICE AS IT SHOULD BE.**

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We aim to provide a local, **friendly** and **reliable** calibration and repair service to all our customers. We continuously talk to our customers and have addressed the major issues which customers experienced from other service providers and have focused on ensuring that those issues are not re-lived with us.

1. Experience tell us that customers do not appreciate call centres and automated calls. When you call us, you get through to a **human being** with a **positive** attitude.
2. Contacting Engineers - If you want to contact the engineer, their numbers are made available to you. You can **call them directly** or via the office.
3. Our process ensures that we **liaise** with our engineers to provide a realistic ETA at your site. All our vans are fitted with trackers and we will alert you if they get held up en route.
4. If your site has a Health & Safety induction or other process to go through prior to site access, we will ensure our engineers are fully inducted when you start your contract with us. This ensures when we get to site we can get **straight to work** avoiding wasting precious production time.

CALIBRATION

All of our calibrations are done to the UK Weighing Federation code of practice and follow our ISO9001/2015 quality procedures. All certificates carry the ISO9001/2015 mark.

REPAIR

We can get an engineer out to you quickly and efficiently to make sure your equipment is repaired as quickly as possible. We also offer a postal repair service.

WARRANTY

All scales come with a one year standard guarantee. Scales weighing 30 kgs as an item weight (not their capacity) are sold on a return to base warranty basis. This gives you piece of mind and confidence in the scales we provide.

OUR SERVICE AREA

We are based in Malvern, a small and beautiful town in the Midlands. Our major service area covers the Midlands. Our engineers do travel as far as Leicester and even Manchester. But don't worry if you are a little further out. We can still offer you a contract. We will take into account your needs and create a bespoke contract to suit you.



BENEFITS OF TAKING A CONTRACT

- Bespoke contracts to suit you
- Competitive prices
- Expertly trained, experienced engineers
- Face-to-face service, get to know your engineers
- Exceptional site response times in the event of a call out
- Scheduled service visits

PWS OUR HISTORY

Positive Weighing Solutions was started in 2008 by Lucy Bennett-Poole. Since then we have grown from strength-to-strength. We are now one of the countries **leading** suppliers of weighing scales, systems and equipment. At PWS we pride ourselves on our **face-to-face** traditional style. **Positivity** is key for us. We want to make sure that you come away from our service feeling **positive, happy** and **satisfied**.



Lucy Bennett-Poole - Managing Director



Tony Bennett-Poole - Sales Director