

# WEIGH-MORE SOLUTIONS

## SERVICE SCHEDULE

This document summarises the inclusions for each Weigh-More Solutions service plan, together with the full scope of our Preventive Maintenance and Calibration & Verification services. All verification work is performed by licensed servicing technicians in accordance with the National Measurement Act 1960 and National Trade Measurement Regulations 2009.

### SERVICE PLANS

ESSENTIAL	PROFESSIONAL	ENTERPRISE
Ideal for single-site operations needing annual compliance and basic scheduled maintenance.	Suited to operations where uptime and compliance are business-critical.	Full-coverage for high-throughput sites, multi-site operations, and public weighbridges.
✓ Annual preventive maintenance visit	✓ Bi-annual preventive maintenance visits	✓ Quarterly preventive maintenance visits
✓ Annual calibration & verification (NITP 6)	✓ Annual calibration & verification (NITP 6)	✓ Annual calibration & verification (NITP 6)
✓ Certificate of Verification issued	✓ Certificate of Verification issued	✓ Certificate of Verification issued
✓ Business hours phone support (Mon–Fri)	✓ Priority phone & remote support	✓ 24/7 emergency call-out (NSW & QLD)
✓ 10% discount on parts & consumables	✓ 15% discount on parts & consumables	✓ 20% discount on parts & consumables
✓ Maintenance report after every visit	✓ EZYweigh remote support included	✓ EZYweigh VIP support included
	✓ 4-hour response SLA for breakdowns	✓ 2-hour response SLA for breakdowns
	✓ Maintenance report after every visit	✓ Dedicated account manager
		✓ Maintenance report after every visit

### PREVENTIVE MAINTENANCE — FULL SCOPE OF WORKS

The following checks are performed on every scheduled preventive maintenance visit:

- ✓ Full mechanical inspection — deck, approach ramps, and pit drainage
- ✓ Software health check, firmware review, and data backup
- ✓ Load cell output testing and individual cell comparison
- ✓ Platform, bench, and floor scale inspection: platform, levelling, level bubble
- ✓ Corner correction and eccentric load error compensation check
- ✓ Load cell and mounting hardware inspection for corrosion and correct torque
- ✓ Junction box inspection: terminals, moisture ingress, cable glands, summing card
- ✓ Overload protection and check rod clearance verification
- ✓ Signal cable inspection for damage, chafing, and correct routing
- ✓ Cable and connector integrity check for all peripherals
- ✓ Ramp clearance check — no debris or material buildup under the deck
- ✓ Indicator configuration review: capacity, division, trade approval settings
- ✓ End-middle-end (positional) test for mechanical obstruction or tilt
- ✓ Cleaning of platform surfaces, load cell pockets, and junction box internals
- ✓ Zero-point stability test and zero drift assessment
- ✓ Maintenance report issued after every visit
- ✓ Indicator and display functionality check — keypad, LCD, printer output
- ✓ Compliance documentation provided for audit and record-keeping

## CALIBRATION & VERIFICATION — FULL SCOPE OF WORKS

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The following tests and documentation are included in every calibration and verification visit:

- ✓ Zero-point test (no-load): return to zero within MPE
- ✓ Verification of NAWIs to NITP 6 — bench, floor, and platform scales
- ✓ Span / working measuring range test using NMI-traceable certified test weights
- ✓ Calibration of weight indicators against NATA-traceable reference standards
- ✓ Linearity and hysteresis test: loading and unloading sequence
- ✓ Re-verification after adjustment, repair, or relocation
- ✓ Eccentric load (corner loading) test: weights at each corner and centre
- ✓ Certificate of Verification issued on successful completion
- ✓ Repeatability test: multiple weighings at the same load
- ✓ Verification mark applied per the National Measurement Act 1960 and NTMR 2009
- ✓ Discrimination / sensitivity test against the instrument's scale interval (d)
- ✓ Test report submitted to NMI where required
- ✓ Tare and preset tare function verification (where applicable)
- ✓ Full traceability to national measurement standards maintained throughout
- ✓ Printer and ticket output check — NMI-compliant measurement ticket format