

A man in a blue polo shirt and an orange high-visibility safety vest is leaning over a red metal platform. He is wearing white work gloves and is holding a large, corrugated metal pipe. In the background, there is a red toolbox filled with various tools. The scene is set outdoors, likely at a construction or industrial site.

Uptime SELECT™

simply better service

Avery Weigh-Tronix



The new approach to servicing weighing equipment

Choose market-leading comprehensive cover. Or groundbreaking, fully inclusive cover with up to 99% uptime guaranteed. Introducing new, clear, unrivalled service levels for critical weighing operations – only from Avery Weigh-Tronix.

	'Care Total' cover	'Care' cover
Totally all-inclusive	✓	—
Service level	97 - 99% uptime guarantee	8-hour/next-day response
Site-dedicated engineers	✓	✓
Calibration visit included	✓	✓
Appointments included	✓	✓
Health check included	✓	✓
Reverification included	✓	—
Call out included	✓	✓
On-site labour included	✓	First hour
Preventative maintenance parts included	✓	—
Repair parts and consumables included	✓	—
Discount on replacement equipment	✓	✓

Operational capacity. Perfectly engineered.

Uptime Select from Avery Weigh-Tronix is the new, simpler, smarter approach to service agreements for weighing equipment.

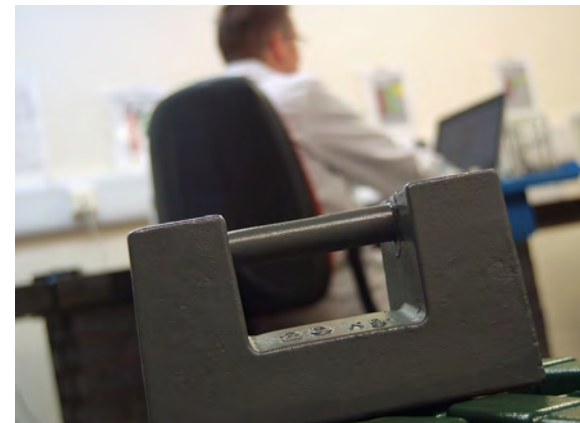
Uptime matters. If weighing equipment fails, you need an expert fix quickly – without the surprise of unexpected delays or additional costs.

By recognising business needs and reducing exclusions, Uptime Select gives you operational capacity that's perfectly engineered.

Our groundbreaking new agreements – including the first all-inclusive service cover to guarantee your operational uptime – give you access to consistent, defined support. We understand your operational priorities, and all service calls are made by a named team of service engineers dedicated to your account.

Choose '**Care**' agreements for market-leading comprehensive cover. Or fully all-inclusive '**Care Total**' agreements that guarantee up to 99% equipment uptime.

For routine preventative maintenance, recalibration, reverification or emergency call out, ensure optimum operational performance with Uptime Select.





26 minutes

Call us: 0845 900 2244

“ENSURES WEIGHBRIDGE
EQUIPMENT FAILURE OR
INACCURACY WON'T
AFFECT YOUR OPERATION”

For weighbridges

Whether your business is completely reliant on weighbridge operation or would be seriously inconvenienced by fault or failure, BridgeCare™ and BridgeCare Total™ service agreements offer cover options to keep your business operational. Our fast, UK-wide capability, ten mobile weighbridge test units and fleet of hire equipment is just the start.

BridgeCare Total™

All-inclusive with uptime guaranteed

For business-critical weighbridges, the challenge extends beyond just breakdown or failure.

BridgeCare Total provides rapid, fully inclusive cover with a unique uptime guarantee – the best possible way to ensure equipment is maintained, diagnosed, repaired and reverified quickly. Enjoy guaranteed uptime of at least 97% per weighing system or we'll refund a proportion of your annual fee. Track uptime for each piece of covered equipment through our online portal.

With clearly defined, transparent, all-inclusive cover, BridgeCare Total puts a stop to unexpected service charges. There's no need to raise additional purchase orders. Any call out is automatically pre-approved, fully inclusive of all labour and parts, meaning no time is wasted in getting an engineer to your site.

BridgeCare™

Extensive cover to support operational uptime

Even where weighbridges aren't part of your revenue system, failure or fault remains a serious inconvenience. Preventative maintenance is essential to ensure reliable uptime.

For a highly cost-effective annual fee, BridgeCare provides a generous level of cover to keep weighbridges properly serviced.

Cover includes calibration and preventative maintenance with swift, local access to Avery Weigh-Tronix's unrivalled fleet of ten test units UK-wide. Call out is included with an 8-hour response, eliminating costly delays, with discounts on parts and repairs.



“MAINTAIN CRITICAL
WEIGHING EQUIPMENT
FOR INTENSIVE
OPERATION”



For heavy-duty, integrated, on-site scales

For production, formulation, distribution and other similar environments using heavy-capacity scales, WeighCare™ and WeighCare Total™ service agreements will ensure accurate, within-tolerance weighing to support continuous (often 24/7) operation and trade. Let our rapid-response call outs, ex-stock and contingency spare parts and familiarised, site-aware engineers ensure maximum operational uptime with minimum fuss.

WeighCare Total™

All-inclusive with uptime guaranteed

WeighCare Total minimises the risk of weighing equipment failure and guarantees the fastest possible time-to-fix should a breakdown occur. Providing fully all-inclusive cover, WeighCare Total is the only service agreement that guarantees at least 97% availability for integrated, in-situ scales. If our service doesn't deliver this uptime performance, which you can track online, we'll refund a proportion of your annual fee.

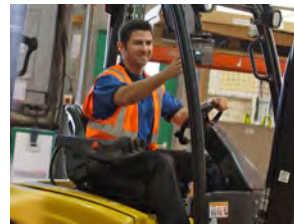
The moment you log a fault we'll despatch an engineer who already knows your site and equipment. Clear, no-quibble cover means all parts (including load cells) and repairs are included – there's no need to raise purchase orders. We can also provide contingency spares stock on site to further minimise time-to-fix.


WeighCare™

Extensive cover to support operational uptime

Your business may have the contingency to tolerate a unit failure – for example, other available weighing equipment on site.

Where the urgency for immediate service is lower, WeighCare offers a more cost-effective alternative, combining generous preventative maintenance with access to reduced-cost repairs. The service includes dedicated Avery Weigh-Tronix engineers, with an 8-hour response UK-wide.



A man wearing a white lab coat, a white hard hat, and blue hairnets is working on a scale in a warehouse. He is holding a component of the scale, which is mounted on a red metal frame. The scale has a digital display and buttons. The background shows shelves with cardboard boxes.

“SWAP OUT A FAULTY
SCALE FOR A NEW
REPLACEMENT IN
SECONDS, YOURSELF,
ON SITE”

For stand-alone, non-integrated, light-capacity scales

Many production lines rely on multiple, lighter-capacity, stand-alone scales. When a failure occurs, it's faster and more convenient to simply replace the unit. But buying new scales adds up – and discarding repairable units is environmentally unsound. ProCare™ and ProCare Total™ service agreements provide the ability to swap out faulty scales affordably and sustainably – either instantly, from stock stored on your site, or via next-day delivery and return.

ProCare Total™

All-inclusive with uptime guaranteed

Balances, checkweighers, bench scales and counting scales are usually deployed into production processes straight out of the box. If they fail, swift replacement prevents costly downtime. ProCare Total lets you immediately swap out any scale, at no additional cost, from your contingency stock – and have the faulty unit repaired at our state-of-the-art repair centre, or recycled. Continuous uptime of 99% is guaranteed, backed by a proportional fee refund if this level isn't reached.

A contingency stock of boxed, tested, process-critical scales is held on site. Your staff change faulty units immediately without waiting for an engineer to attend. ProCare Total includes fully inclusive calibration visits, return-to-base collection and a responsive, sustainable repair service.

ProCare™

Extensive cover to support operational uptime

Your process may not need a failed scale to be immediately replaced – for instance, if parts are check weighed on any of several bench scales. In this scenario, ProCare removes the need to carry and store contingency stock to maintain uptime.

Instead, a replacement scale is sent overnight and met on site by an engineer who will install the new unit. Basic diagnostic review and labour is included.





MAXIMUM LOADS PER LEVEL AND MAXIMUM HEIGHT

1,071
1,071
6,300

PALLETS MEASURING 1100mm IN DEPTH BY 1200mm WIDE TO BE USED IN THIS RACKING

BRIGGS
EQUIPMENT

Why move to Uptime Select?

✓ Maximise your operating uptime

Uptime Select **'Care Total'** agreements guarantee uptime levels for any equipment covered. They're also fully all-inclusive. If we fail to meet these service levels, we'll refund a proportion of your annual premium. **'Care'** agreements promise 8-hour/next-day response, with all Uptime Select agreements designed to maximise your operational uptime.

✓ Service clarity

New Uptime Select agreements are simple and transparent. See at a glance exactly what's now automatically covered in our new market-leading **'Care'** and all-inclusive **'Care Total'** service agreements. Our **'Care Total'** agreements also remove the need to raise purchase orders unexpectedly. In the rare event that chargeable work is needed, you'll be told in advance.

✓ Best service response times

Get the fastest service response available across the UK from qualified Avery Weigh-Tronix engineers.

✓ Assigned dedicated team

Every service agreement is now assigned to a specific, named team, selected from over 150 experienced engineers. Rely on engineers who know your equipment and are familiar with your ongoing operational challenges and needs.

✓ Faster call-to-fix times and reduced downtime

Whether it's a failure, a recalibration or a routine service, Uptime Select engineers will know your service history. Backed by Avery Weigh-Tronix resources and supported by the latest technology, they are best placed to ensure the fastest possible fix.

✓ Compliance at the core

Safeguard quality assurance and accuracy. The Uptime Select online service portal automatically tracks and logs audit equipment performance, giving you easy access to all compliance documentation.

✓ State-of-the-art repair facility

Access the best-qualified specialist engineers, the finest diagnostic equipment and genuine parts with Avery Weigh-Tronix.

✓ Weighbridge test unit fleet

Our national fleet of ten weighbridge test units delivers the industry's fastest reverification service following repair.







Your service agreement options

	BridgeCare Total	BridgeCare	WeighCare Total	WeighCare	ProCare Total	ProCare
Totally all-inclusive	✓	—	✓	—	✓	—
Service level guarantee	97% uptime	8-hour response	97% uptime	8-hour response	99% uptime	Next-day response
Site-dedicated engineers	✓	✓	✓	✓	✓	✓
Calibration visits included	1	1	1	1	2	1
Preventative maintenance visits included	1	1	1	1	N/A	N/A
Appointments included	✓	✓	✓	✓	✓	✓
Health checks included	1	1	1	1	—	—
Reverification included	✓	—	✓	—	✓	—
Weighbridge test unit included	✓	—	N/A	N/A	N/A	N/A
Call out included	✓	✓	✓	✓	N/A	✓
On-site labour included	✓	First hour	✓	First hour	N/A	First hour
Preventative maintenance parts included	✓	—	✓	—	N/A	N/A
Repair parts and consumables included	✓	—	✓	—	✓	—
Discount on replacement equipment	✓	✓	✓	✓	✓	✓
Pickup, packaging and delivery	N/A	N/A	N/A	N/A	✓	—



Market-leading service within 26 minutes

With a 24-hour National Response Centre, 150 experienced engineers, access to ten owned reverification units, and the extensive resources and infrastructure you'd expect from a market leader, no one is better placed to deliver the rapid response and quality service you need.

- ✓ All UK postcodes are serviced, and all are reachable within 26 minutes by one of our trusted engineers.
- ✓ Our ten weighbridge test units are strategically placed across the UK to be, on average, less than an hour from all of our customers' sites.



Avery Weigh-Tronix

For clearly defined cover, faster call-to-fix times and experienced, site-familiar, named engineers, request your quote for Uptime Select cover today.

Call 0845 900 2244

Email info@awtxglobal.com

Web www.averyweigh-tronix.com/uptimeselect



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