

ProCare Total™

Comprehensive, all-inclusive service cover, backed by a groundbreaking uptime guarantee, to immediately swap out faulty, lighter-capacity, stand-alone scales from stock held on site.

When do I need ProCare Total?

If your production lines rely on multiple, lighter-capacity, stand-alone scales, it's faster and more cost-effective to simply replace a failed unit. ProCare Total guarantees 99% operational uptime by enabling immediate, no-cost swap-out from contingency stock stored on your site. Two annual calibration visits and recycling are also included.

What's included?

	ProCare Total
Service level	99% uptime guarantee
Site-dedicated engineers	✓
Calibration visits included	2
Appointments included	✓
Health checks included	—
Reverification included	✓
Call out included	N/A
On-site labour included	N/A
Repair parts and consumables included	✓
Discount on replacement equipment	✓
Pickup, packaging and delivery	✓

Which equipment is covered?

Checkweighers, balances, bench scales and counting scales.

Additional service options

Our optional extras let you further tailor your ProCare Total cover:

- Connection service
- Additional calibration



ProCare Total cover highlights

- **99% guaranteed uptime**
Enjoy guaranteed uptime of at least 99% per weighing system per year or we'll refund a proportion of your annual fee.
- **All-inclusive, no hidden costs**
Service cover includes all parts (including load cells), labour and tools.
- **Named, assigned Avery Weigh-Tronix engineers**
Talk directly to engineers who know your operation, equipment and site. Ensure maximum uptime for your asset with health checks highlighting any operating risks.
- **No need for approval**
Don't lose time raising purchase orders. Any replacement is automatically pre-approved.
- **Online asset dashboard**
Track asset uptime while easily accessing documents, including service visit reports, verification and calibration certificates.
- **Replacement discount**
Enjoy discount on replacement equipment.

Get your quote today

For guaranteed uptime and experienced, site-familiar, named engineers, request a ProCare Total quote today.

Call 0845 900 2244

Email info@awtxglobal.com

Web www.averyweigh-tronix.com/uptimeselect

Cost-effective cover that supports calibration and next-day replacement for non-critical, lighter-capacity, stand-alone scales.

When do I need ProCare?

If your operation could continue if a scale failed, and you would not need an immediate substitution, ProCare offers a cost-effective 24-hour replacement service, eliminating your need to carry and store contingency stock.

What's included?

	ProCare
Service level	Next-day response
Site-dedicated engineers	✓
Calibration visits included	1
Appointments included	✓
Health checks included	—
Reverification included	—
Call out included	✓
On-site labour included	First hour
Repair parts and consumables included	—
Discount on replacement equipment	✓
Pickup, packaging and delivery	—

Which equipment is covered?

Checkweighers, balances, bench scales, counting scales.

Additional service options

Our optional extras let you further tailor your ProCare cover:

- Additional calibration



ProCare cover highlights

- **Next-day response**
Get a replacement unit within 24 hours.
- **Discounted replacement products and no call out charge**
Need a replacement? Just call us. We will send a replacement scale overnight, which will be met next day by an engineer to install the new unit.
- **Named, assigned Avery Weigh-Tronix engineers**
Talk directly to engineers who'll know your operation, equipment and site. Ensure maximum uptime for your asset with health checks highlighting any operating risks.
- **Online asset dashboard**
Track asset uptime while easily accessing documents, including service visit reports, verification and calibration certificates.
- **Replacement discount**
Enjoy discount on replacement equipment.

Get your quote today

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