

After Sales Support

SAFELINE

Metal Detection & X-Ray Inspection

As the worlds leading supplier of metal detection and x-ray inspection systems, Mettler-Toledo Safeline has established itself as a provider of world class service solutions for our customers.



ServiceXXL
Tailored Services

METTLER TOLEDO

At Mettler-Toledo Safeline we have a team of service specialists covering metal detection and x-ray inspection technologies. We know it's vital that you have the best and most reliable service backup for the product inspection equipment you and your customers depend on.

Mettler-Toledo Safeline's XXL Tailored Services provide unparalleled after sales service and training for all the equipment we supply. With our highly trained field based service technicians and our technical support engineers at our headquarters in Manchester; we're ready to give you the support you deserve.

Technical Customer Support

Professional assistance for your metal detection and x-ray inspection equipment is just a phone call away.

A dedicated team of technical experts are at hand to answer your questions, whether it relates to a general inquiry or a complex problem. Our goal is to ensure you are obtaining the best from your equipment at all times

If an engineer is required we can choose from a number of field based engineers to ensure we arrive on site within a time scale to meet your requirements.

at your service... **24/7**
ServiceXXL
Tailored Services



**Metal Detection and X-Ray Inspection Systems
24/7 technical support helpdesk and emergency
engineer booking line 0161 848 8636**

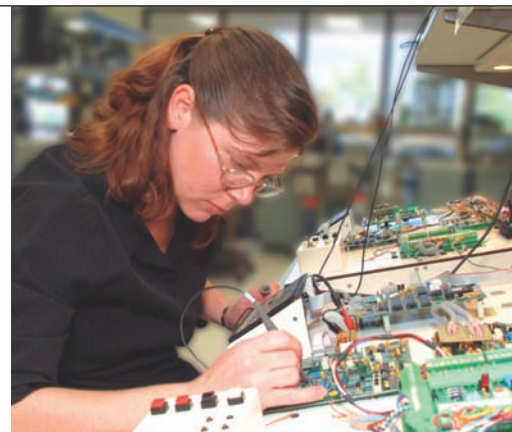
Factory Repair

When repair cannot be completed at your site Mettler-Toledo Safeline offers a comprehensive repair service at our Manchester headquarters, from basic board repairs through to complete module and unit repairs/upgrades.

Our Fast Track Programme ensures a quick and effective turnaround time keeping your production line running as efficiently as possible.

Test Samples

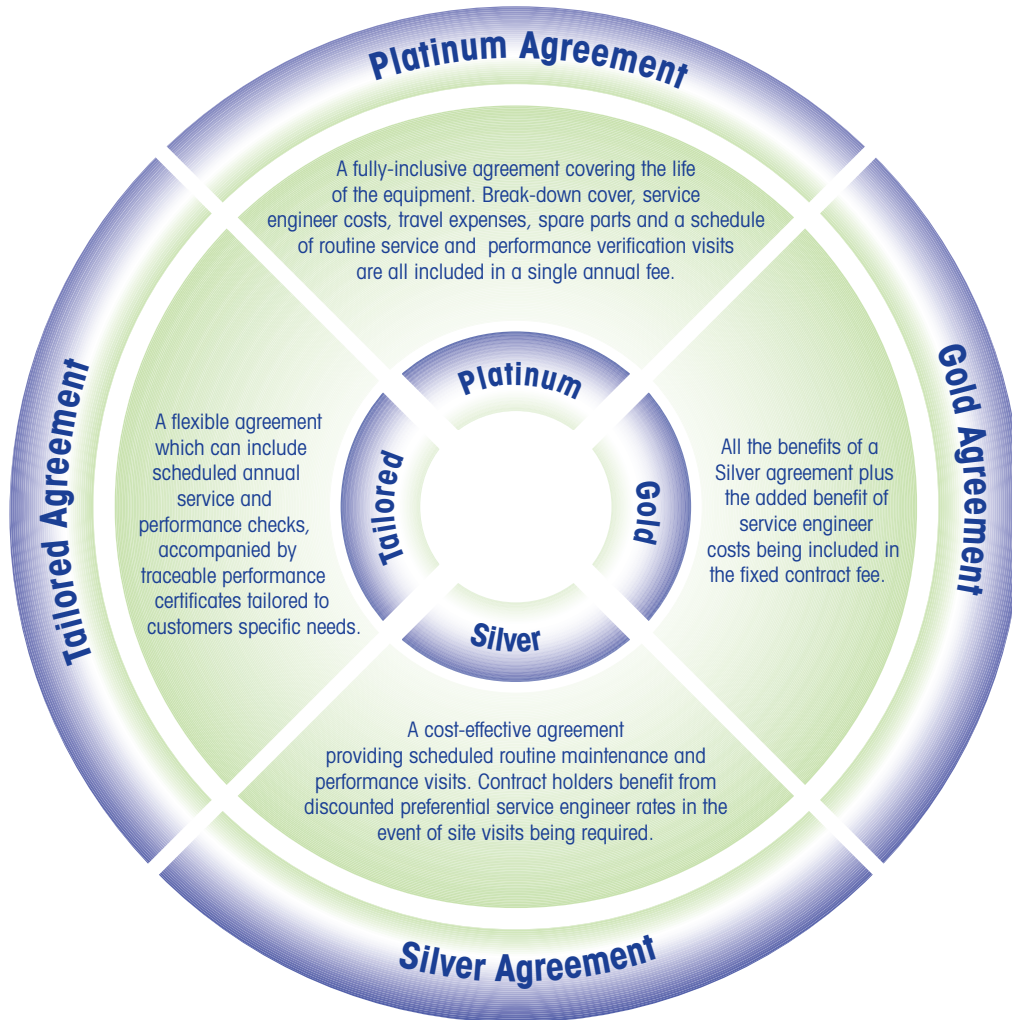
Mettler-Toledo Safeline offers a complete selection of both certified and uncertified test samples in numerous styles and types to suit your application. Our test samples are a valuable tool in your equipment qualification processes.



Choose the package to suit your exact requirements...

Mettler-Toledo Safeline offers a full range of standard service agreements. The range of options available enables you to select the type of agreement to best suit your application and production requirements. For even greater flexibility, it is possible to tailor the agreement to suit your specific needs.

ServiceXXL
Tailored Services



General Service Table	Service Coverage Levels			
	Platinum	Gold	Silver	Tailored
Support Options				
Bi-Annual Preventative Maintenance	✓	✓	✓	Tailored to Customers Requirements
Bi-Annual Performance Verification	✓	✓	✓	
Traceable Certification	✓	✓	✓	
On Site Service Labour Included	✓	✓		
On Site Service Travel Included	✓	✓		
Replacement Spare Parts	✓			
Hardware Updates (as needed)	✓			
Firmware Updates (as needed)	✓			
Refresher User Training	✓			
Customer Training Discount	✓			
24/7 Technical Support	✓	✓	✓	

Relax... in the knowledge you're dealing with people who really understand your business.



Spare Parts Department

At Mettler-Toledo Safeline we know how to keep your metal detection and x-ray inspection systems in optimum condition. Our equipment, people and services provide you with the tools to ensure your continued success.

By using our genuine spare parts, you can be confident of consistent metal detection and x-ray inspection operation, performance and continued system compliance.

All products are fully inspected before they are packaged and shipped to our customers, so you can be sure they deliver the long term reliability you expect.

Commissioning & Start-up

Our field engineers are always available to commission your metal detection or x-ray inspection systems. We offer fast and effective start-ups, minimising challenging issues and ensuring your staff are fully capable of using and supporting your valuable investment. Time can be put aside during the commissioning visit to give on site training leaving your system fully operational and your line operators knowledgeable in the equipment they are using.

Customer Training

One of the key success factors of any efficient packaging line is the skill of the operators and engineers responsible for them.

Mettler-Toledo Safeline offers a broad range of training courses designed to ensure our customers' maximise the performance of their metal detection and x-ray inspection systems.

Our customer training facility in Manchester is designed to ensure your operators achieve your productivity goals. All of our trainers are PPMA certified, carry the SPA/IOSH passport and fully understand the packaging industry and its specific requirements.

We believe the best results from training are achieved when the delegates can focus on learning without the distractions and pressures of the normal working environment. However, we also realise that the continued smooth running of your business is important and making time for operators to go off site can be a problem. Therefore, we offer training courses which can be conducted on site if required.



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