

SERVICE AGREEMENTS

Many of our existing Customers agree to regular, scheduled service visits to keep their equipment in good working order and performing accurately. We often call these agreements Service Agreements. Note that they are not a contract, as the word "agreement" implies, and can be ended at any time our Customers advise.

Service Agreements are often very competitively priced. Why? Mainly because of the two following reasons:

- We are able to plan visits in advance as they are scheduled, unlike breakdown visits that can rarely be planned. Since we are able to plan visits, we can tie the visit in with other work in the area. By sharing a trip with other work in the area, we can share the cost of the visit, so the cost to each Customer is reduced (as opposed to a single, special visit).
- We want to encourage our Customers to consider regular, preventative maintenance to be conducted on their equipment. We prefer to keep equipment in good, working order rather than have it neglected. Neglected equipment often means a more expensive and involved repair when the equipment eventually breaks down.

Please feel free to contact our Operations Managers in the branch nearest to you for a site visit or quotation. The scheduled visits can be yearly, half-yearly, quarterly, or as often as you require. Remember, Service Agreements are not a contract and do not oblige you to retain our services if you do not want to.



AFTER-HOURS SERVICING

Equipment typically breaks down while it is being used. This presents a problem if breakdown occurs towards the end of the day, after hours, or on a weekend. You need a service provider that is flexible to meet your service needs.

Accuweigh is quite happy to provide an after-hours breakdown service to our Customers because we understand that lost down-time can mean lost income. And if our Customers aren't happy, we aren't happy.

For your reference, our standard working hours are 7:30am to 4:00pm, Monday to Friday.



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ACCUWEIGH



A NATIONAL, SERVICE-ORIENTATED SPECIALIST EQUIPMENT SALES COMPANY



COMPANY OVERVIEW

Accuweigh Pty Ltd is the largest weighing, filling, packaging and inspection equipment company in Australia. We began in 1992 with two founding Directors, both with extensive experience in the industry from previous companies.

In 1997, a third Director was added, himself a specialist with automatic packaging equipment. And from there, the company has never looked back.

We are a true national company and our ability to provide local support in all states is a distinct advantage for our customers.

Accuweigh is a soundly run business with strong financial backing that invests heavily into staff and new technologies, ensuring we can meet all of our customers' existing and future needs.

Accuweigh focuses on building partnerships with our clients to the mutual benefit of both parties. We are here for the long term and, although we are a sales company, we are very much service-orientated, meaning we value having the extensive service capabilities that we have.

OUR STAFF

Accuweigh is extremely proud of its staff, many of whom are recognised experts in their fields and have served our company for many years.

We boast an industry-leading in-house training program that ensures all of our staff are kept up to date with industry changes while also retaining much valued experience on older products.

Service Departments in all branches are fully staffed with experienced technicians and are not one or two man operations like many of our competitors.

While Accuweigh seeks to continually develop its staff, it expects in return adherence to its Code of Conduct, which emphasises professionalism in appearance and customer interaction, a positive attitude, a high standard of workmanship, and going "the extra mile".



SERVICE TECHNICIAN TRAINING SESSION

Accuweigh Pty Ltd

WESTERN AUSTRALIA (HEAD OFFICE):
 PHONE: (08) 9259 5535

SOUTH AUSTRALIA OFFICE:
 PHONE: (08) 8447 5011

NEW SOUTH WALES (SYDNEY) OFFICE:
 PHONE: (02) 9728 4877

www.accuweigh.com.au

VICTORIA OFFICE:
 PHONE: (03) 9548 5554

NEW SOUTH WALES (NEWCASTLE) OFFICE:
 PHONE: (02) 4966 8900

QUEENSLAND OFFICE:
 PHONE: (07) 3265 5520



OUR SERVICES

BREAKDOWN SERVICING

Weighing, filling, packaging and inspection equipment provides us with wonderful, cost-effective, and time-saving productivity. However, as always, any piece of equipment, when used continuously or for long enough, will break down and require repair.

There is one company that stands out above the rest with expertise, professionalism, spare parts access, and qualifications. And that company is Accuweigh. Accuweigh has the ability to service a broad range of equipment, brands, and models, not just the brands we regularly sell.

Down-time is an important issue when a breakdown occurs. If down-time means lost money, then you need to have a repair effected quickly. Consider the following:

- We are the largest company in our industry, with a true national coverage.
- We have fully-staffed Service Departments in all states with service personnel that can respond to your service call promptly.
- Because of our size, we are able to stock a large range of spare parts on our shelves. This means we may well have the necessary parts to effect a repair without having to order them from the manufacturer of the equipment.
- An effective repair can only be made by an effective service person. Accuweigh conducts vigorous, structured training to ensure our service personnel are both competent and effective on site.



CALIBRATIONS & CERTIFICATIONS

Accuweigh is licensed by Trade Measurement Authorities in all states to certify trade-approved instruments. All Service Technicians are accredited by the Trade Measurement Authorities to certify trade-approved instruments, meaning they have been fully trained and independently assessed as highly competent to certify trade-approved instruments.

Our range of test masses is traceable back to National Secondary Standards. All our test masses are accurate and have their own Certificate of Verification, a copy of which can be made available upon request.

Whether you have a trade or non-trade instrument, we are able to test and calibrate a wide range of weighing equipment and issue an Inspection and Test Report showing the final accuracy upon completion. If trade-approved, we also issue the Certification Form for the Trade Measurement Authority.



WEIGHBRIDGE SERVICING & CALIBRATIONS

Accuweigh is the largest supplier of weighbridges in Australia. And with that type of title, we take servicing and calibrating weighbridges just as seriously. We have numerous weighbridge service technicians in each branch that regularly perform repairs, calibration and certification of weighbridges, and undergo rigorous, continual training and upgrading of skills.



We also have a fleet of Weighbridge Test Rig Units that run across the width and breadth of the country performing weighbridge calibrations and certifications. The Rigs fully comply with Trade Measurement requirements.



EQUIPMENT WE SERVICE

- Weighbridges, Belt-Weighers, Weigh Hoppers, Batching Systems
- Check Weighers, X-Ray Machines, Metal Detectors
- Packaging and Bagging Machines, Palletising Systems
- Onboard and Vehicle Weighing Systems
- Retail Scales, Commercial Scales, light Industrial Scales
- Weighing Peripherals such as Remote Displays, Summing Units, etc.

AFTER-SALES SERVICE

To many of our existing Customers, it is reassuring to know that the same company that sold them a weighbridge can also service that weighbridge at any time in the future.

Our experience shows that this ability to provide an after-sales service is what many potential Customers demand first before considering a purchase of any equipment. We agree. Before purchasing any equipment, ask yourself this, "Can the company provide you with the ability to service your product long after the warranty period has expired?" With Accuweigh, you can answer this question with, "Yes!"

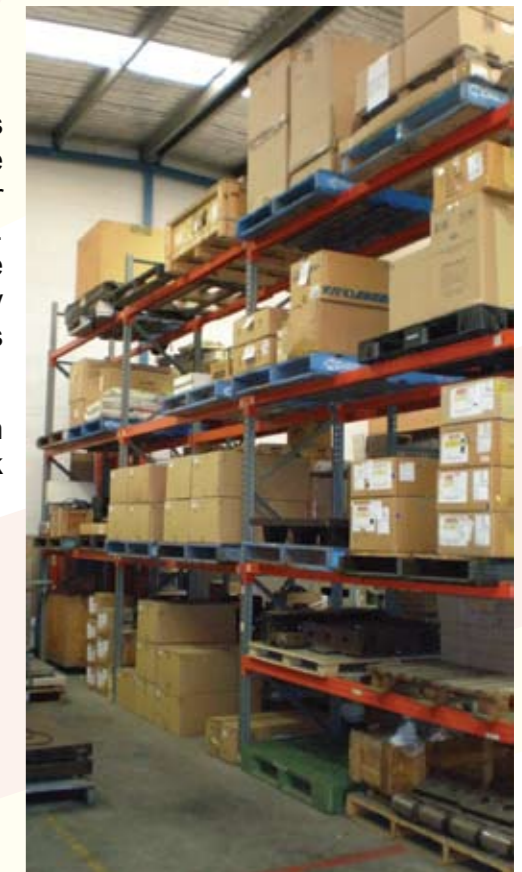
At Accuweigh, we pride ourselves on our ability to be able to provide after-sales service. Whether it be a weighbridge or just the peripheral equipment associated with the weighbridge, we are able to provide our clients with technical support, preventative maintenance, and breakdown repairs.



SPARE PARTS ACCESS

Accuweigh has more access to a comprehensive range of spare parts for equipment we sell or service than any of our competitors. We carry a large range of spare parts on our shelves which greatly benefits our customers as it reduces their downtime during repairs.

What we don't stock we can access quickly through our network of suppliers.



NATA INSPECTIONS

Several Accuweigh branches are NATA-approved testing laboratories enabling those branches to perform NATA inspections on a range of weighing devices such as laboratory balances and precision platform scales.

Each NATA-approved branch has an experienced NATA Officer that oversees the inspections and reviews and approves the results of all inspections.

