

Service Agreements

Helps to keep you & your fleet safe, legal & your bin weigher accurate & reliable

Maintaining and calibrating your onboard weighing system is vital to ensure accuracy and consistency. Regular scheduled visits by our onboard weighing engineers is the only way to ensure your equipment is performing perfectly. We aim to provide accurate, reliable and trouble free weighing systems and offer a choice of 2 levels of service cover. We can cover any make of onboard weighing system. Complete and return your warranty card for your free first years service safety agreement.

Premier	Scheduled Service & Calibration visits
Premier Gold	Comprehensive service plan

The minimum level of service cover is the **Premier** plan, this will maintain the weighing equipment warranty, provide full telephone support and ensures your system works accurately and reliably in accordance with ISO9001 and other QA standards where applicable. **Premier Gold** is a comprehensive service plan covering all aspects of weighing and service, this level is required for bin weighing.

Cover Options	Premier	Premier Gold
Sheduled service visits every six months	✓	✓
Calibration every 12 months	✓	✓
Emailed calibration certificate	✓	✓
Calibration sticker	✓	✓
Telephone support	✓	✓
Guaranteed breakdown response - Priority over non-contract	✓	✓
Driver training familiarisation certificate	✓	✓
Certificated driver training on hand over	✓	✓
Driver discipline procedures - union approved (including certificate)	x	✓
Breakdown call-out and labour cost	x	✓
Travelling cost to breakdown & subsistence	x	✓
Instrument replacement		✓
loadcell replacement		✓
Certificated operator training	x	✓
Certificated operator training x 2	x	✓
(working towards NVQ waste collectors accreditation)		✓
Yearly safety 'tool box' talks	x	✓
Yearly risk assessments	x	✓
(with safe working procedures and method statements)		✓
LOLER certification can be with any vehicle	x	✓

✓ = Included, x = not included

LOLER
Inspections are carried out under a separate agreement if LOLER tests only are required on trucks without weighing. By carrying out LOLER and weighing maintenance at the same time, vehicle downtime is minimised.

Tracking
We can include weighing and location on all our standard displays and bin weighing systems.

Waiting time
We reserve the right to charge waiting time for vehicles not available at the agreed time.



- Head Office & Manufacture
- Service & Manufacture
- ◆ Installation
- Agent, installation and Service
- Service Engineer



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Complete Service Support

From the UK's leading manufacturer of onboard vehicle weighing, wheeled bin weighing and load protection systems.

“protect your weighing system and it will look after you”
Julian Glaspole MD, VWS

for service call
08458 625 526



Vehicle Weighing Solutions Our Service - Our Promise

VWS is the UK's leading manufacturer of onboard vehicle weighing, wheeled bin weighing and load protection systems. We provide market leading weighing solutions and engineering excellence.

Our service engineers are the most experienced and professional onboard weighing engineers in the UK. They are strategically positioned across the country, allowing us to give technical support and rapid response no matter who's system is fitted.

VWS service engineers carry the equipment to enable them to service, repair and calibrate weighing systems to national standards, irrespective of the original supplier or manufacturer.

We manufacture and repair which enables us to replace loadcells and instrumentation in the event of a failure. Our engineers carry critical spares in their own stock to ensure a quick and efficient breakdown solution.

Our objective is to provide our customers with accurate, reliable and trouble-free weighing systems - giving you total peace of mind. Customer surveys show that by providing excellent service, using our own specialist experienced engineers, fast efficient response and very competitive pricing, we exceed our customers expectations, every time.

Being a Vehicle Weighing Solutions service customer brings many benefits.

- **Helps keep you legal**
- **Warranty required for bin weighing**
- **Service and calibration to ISO9001 standards**
- **Guaranteed cost savings on loadcells and indicators**
- **Management of your calibration dates & LOLER inspection needs**
- **Total peace of mind - unrivalled technical support & engineering skills**
- **Loadcells & indicators are British made by VWS, to ISO9001 QA Standards**



New Delivery Service & Training. Our Promise - RCV's & Bin Weighing

When your new RCV is delivered with a VWS system onboard we arrange a convenient time to attend your site and carry out driver & operator training and deliver operator manuals and calibration certificates making sure your drivers are trained and happy.

There is one full driver hand-over per fleet delivery, extra visits & training can be arranged and charged at our standard rate. We offer advanced training certificates in accordance with driver CPC and NVQ waste collections accreditation, linked to Huddersfield University. Bin weighing systems and FELs should be calibrated and serviced every 12 months.



Service & Training. Our Promise - Tipper, Trade Hook & Skip Loaders

Some operators require higher service specifications than others, for this reason we offer a choice of service & calibration packages together with upgrade options.

We warranty parts for a period of 12 months from delivery after registering your truck with us.

VWS look after thousands of vehicles in the UK, we also maintain and service onboard vehicle weighing systems of various other weighing manufacturers.

For maximum support, we book your service a year in advance. We automatically advise you when it's due and invoice you every 12 months dependant on what service cover you opted for thereafter. That way you can be sure that your system is properly supported and will work as it should.

We also send a copy of all calibration certificates and LOLER inspection certificates to you after each visit.

Apollo Range of Fixed and Portable Axle Weighers

VWS build the majority of load cells used in the Central Weighing and Avery axle weigh beams, we can service, calibrate, install and move any of these makes of axle weighbridges.

VWS can bring its NAMAS traceable calibration test rig to you to calibrate the PT7300, FreeWeigh and Apollo axle weighbridges and provide a certificate of calibration, all under ISO 9001 QA Standard.

