



WE'RE JUST A PHONE CALL AWAY!

National Weighing & Instruments have a nationwide toll-free number that's operational 24-hours a day, seven days a week and on all holidays. This means that our customers can call a single 1300 number to obtain the status of product orders and repairs in progress for all of their service locations at any time.

National Weighing customer service consultants are technically trained and are capable of conducting troubleshooting techniques with your end-users over the phone. If the equipment cannot be repaired in this manner, our consultant will immediately dispatch a service request to the closest National Weighing technician.

1300 669 162

NATIONAL WEIGHING WORKS HARD TO BUILD SERVICE RELATIONSHIPS YOU AND YOUR CUSTOMERS CAN RELY ON

National Weighing & Instruments have been contracted to work as the national authorised sales and service provider for a variety of Australian and European manufacturing companies, receiving training direct from each manufacturer to ensure product expertise.

National Weighing provide after-market services, including authorised warranty service, out of warranty repair service and full NATA Certification in a number of different fields.

Our organisation looks forward to working with your company to provide the same quality national service and support.

IN COMPLIANCE WITH ISO 17025 STANDARDS



NATIONAL WEIGHING OFFICE LOCATIONS AND CUSTOMER SERVICE CENTRES



National Weighing & Instruments

Weighbridge & Scale Service, Calibration and Verification



AUSTRALIA WIDE COVERAGE

FACTORY TRAINED TECHNICIANS

MULTI-BRAND SERVICE



What Every Scale & Weighbridge Owner Should Know About Scale Maintenance

Do not be fooled by service companies selling scale maintenance agreements that lack focus on calibration. We all know that preventative maintenance is essential to increase reliability & longevity of any weighing instrument, however, calibration is also a critical component of any periodic maintenance agreement.

Modern businesses utilise scales to cross check product

inventory entering or exiting their facilities. Without assured scale accuracy through regular calibration, a company can lose many thousands of dollars annually due to inaccurate weighing. Inaccurate weighing can also increase the potential of heavy fines & or loss of licences for drivers by road traffic authorities. Assurance can only be qualified by regular periodic testing.

HOW CAN MY BUSINESS BE IMPACTED BY INACCURATE WEIGHING?

One hundred kilograms may not sound significant in the aggregate business, where a typical truckload of sand or gravel can exceed 40,000kg. However, when one does the math, this seemingly minimal error can substantially cut into profits over time. Please see the table below for an example in loss in dollars.

Loss in Dollars Resulting From Inaccurate Scales										
Scale Error	Time Period	10 Weighments Per Day			50 Weighments Per Day			100 Weighments Per Day		
		Price Per Kilogram (\$)			Price Per Kilogram (\$)			Price Per Kilogram (\$)		
		0.10	0.50	1.00	0.10	0.50	1.00	0.10	0.50	1.00
0.5 kg	Daily Loss	0.50	2.50	5	2.50	12.50	25	5	25	50
	Annual Loss	125	625	1,250	625	3,125	6,250	1,250	6,250	12,500
1 kg	Daily Loss	1	5	10	5	25	50	10	50	100
	Annual Loss	250	1,250	2,500	1,250	6,250	12,500	2,500	12,500	25,000
5 kg	Daily Loss	5	25	50	25	125	250	50	250	500
	Annual Loss	1,250	6,250	12,500	6,250	31,250	62,500	12,500	62,500	125,000
10 kg	Daily Loss	10	50	100	50	250	500	100	500	1,000
	Annual Loss	2,500	12,500	25,000	12,500	62,500	125,000	25,000	125,000	250,000
20kg	Daily Loss	20	100	200	100	500	1,000	200	1,000	2,000
	Annual Loss	5,000	25,000	50,000	25,000	125,000	250,000	50,000	250,000	500,000

The dollar values in the table above we're calculated based on 250 working days per year.

THOROUGH TESTING PROCESS

It is imperative for business owners to understand that a commercial scale company cannot verify a scale or weighbridge for trade use unless they possess a Trade Measurement Servicing Licence. This licence is issued to organisations that have a proven & documented quality system. Additionally, all verifiers have completed skill sets & have been assessed by Trade Measurement officials to be competent in their test procedures.

Calibration and verification must be carried out using verified test weights. Testing a weighing device properly, involves determining the length of the platform and the total number of sections along that length.

A scale section is determined by the presence of a load point, which, put simply, is the location of a load sensor (also known as a load cell or strain gauge). Load points are where weight is transferred from the load to the scale and where scale accuracy is maintained.

It is of critical importance and mandated by the testing procedure of National Measurement Institutes NITP 6.1 to 6.4 that the accuracy of load points are maintained, so when weight is applied, it is transferred evenly. The load point is not calibrated to a certified weight, but rather calibrated to assure all sections weigh exactly the same or within the allowable tolerance as outlined in the NITP 6.1 to 6.4.

The National Weighing Service

Our technicians take pride in ensuring your weighbridge or scale is correctly serviced, calibrated and verified. The table below details the inclusions of our comprehensive preventative maintenance service.

During each pre-scheduled maintenance visit, your National Weighing service technician will perform the following services	Truck Scales	Floor Scales	Tank & Hopper Scales	Bench & Portable Scales
Consult with you and /or scale operator to determine if any known problems exist.	x	x	x	x
Check the condition of the scale.	x	x	x	x
Clean the scale, indicator and printer if applicable.	x	x	x	x
Check indicator and printer for proper operation, print clarity and conformance to weights and measures legislation.	x	x	x	x
Confirm that all required identification markings for the platform and indicator are in place and legible.	x	x	x	x
If applicable, remove manhole covers and check: pit condition, moving parts, wear on pivot and bearings, steel condition, condition and adjustment of stop bolts.	x	x		
Remove platform for examination and cleaning every six months, or when needed depending on usage and environment.		x		x
Check deck clearance and end stops.	x	x		
Additional service appropriate to your particular scale configuration and application.	x	x	x	x
Check weighing performance on corners with certified test weights.	x	x		x
After inspection, cleaning and adjustment as required, the scale is checked and calibrated with known test weights and adjusted to conform to performance requirements and tolerances in accordance to NITP 6.1 to 6.4 Test Procedures.	x	x	x	x
Seal scale and components which must be secured from unauthorised adjustments.	x	x	x	x
Complete a calibration report on the condition and accuracy of the scale. Include notification of any future required repairs.	x	x	x	x
Instruct scale operation and maintenance personnel of proper operation and maintenance procedures.	x	x	x	x
Keep you advised of new products on the market which fit their applications.	x	x	x	x



BREAKDOWN RESPONSE TIME

National Weighing & Instruments understands that industrial equipment plays a vital role in most business operations. An 'out of service' equipment failure can halt production, cease the flow of products to customers or negate a company's ability to ensure that materials received are of the quantity agreed.

Identifying required response time and allocating the resources needed is critical to ensuring complete satisfaction with the services we provide.

National Weighing contract and agreement customers receive priority with regards to repair requests and product support. For operations that have mission critical equipment without redundant back-ups, we can develop a specialised response time that guarantees your equipment will be placed back in service within the time frame you establish.

REPORTING

A good scale maintenance program will provide thorough reporting for its client. At scheduled maintenance inspection and calibration, your National Weighing technician will issue each scale or weighbridge with a calibration certificate and report that documents the test results, both before and after calibration as well as a summary of findings and recommendations based on a free visual inspection.

As part of our service, National Weighing offer a web based database for calibration records. CAL-SAFE is easily accessible with unique customer login security. Have peace of mind that your master lists and calibration records are safe and accessible. This service is complimentary to all contract and agreement customers if requested.

To the right is a sample copy of our standard scale calibration report.