

Servicing

MCM

MCMservice

# Service Plans

Moisture Control & Measurement Ltd. is committed to the design, manufacture, operation and calibration of market-leading hygrometers for the most demanding moisture measurement processes.

With extensive application knowledge gained through years of practical experience, our after-sales team provide the confidence that your MCM equipment is delivering the high standards of performance that are required for the safe, efficient and profitable operation of your plant. All service work is performed at MCM's headquarters in the UK, where our laboratory provides mass traceable moisture calibrations in line with ISO 6145-8:2005. The most critical processes can be supported by our affiliated ISO17025 facility.

Under our managed maintenance support packages, we will routinely calibrate and re-certify your hygrometers, whilst also taking care of all administration. Each analyser receives a full technical performance assessment, calibration, adjustment and recertification, with add-on options including full repair service and extended warranty support. Our team of knowledgeable and skilled technicians provide a service that ensures minimal downtime, combined with the highest levels of operator confidence and unrivalled value for money.

The **MCMservice** Plan includes our standard range of cover, whilst the **MCMpremiumservice** Plan provides a comprehensive range of customisable solutions.

## MCMservice Plan

- Dedicated MCM account manager
- Scheduled calibration programme, managed by MCM
- Automated reminders of calibration due dates
- Standard MCM Certificate of Calibration & "As Found" Report
- FastTrack Priority Service
- Secure online login portal with key document archive
- Software updates for latest upgrade developments
- Exclusive discounts on new products

## MCMpremiumservice Plan

- All of MCMservice Plan, plus:
- MCMsupport Extended Warranty programme\*
- Inclusive shipping to / from your site\*\*
- Provision of spare Instrument(s) for zero downtime
- Dedicated bonded store of critical spare parts
- Refresher training courses for operators
- Onshore / offshore service maintenance visits
- Fixed-price multi-year options for long-term support

\*Extended warranty programme is offered on case-by-case basis, subject to equipment specification and age.

\*\*UK clients only.

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## 55 years of development has given MCM a competitive edge, but what are the features and benefits that make our Service Plans the smart choice?



### Technical Support

MCM has developed innovative moisture analysis products for over 55 years. With a technical and skilled service team, we provide world-class support to every industry we operate in.

### Dedicated Account Manager

We will provide a dedicated account manager to oversee all aspects of your Service Plan. You will always have direct contact details - no generic email addresses or service support lines.

### Global Reach

Our approved network of agents can provide local technical support and comprehensive options for supply of spare instruments, site maintenance visits and technical assistance.

### Training

MCM's qualified instructors and engineers can provide remote or hands-on training for all our products, as well as general guidance in the field of moisture measurement.

### FastTrack Priority Service

All Service Plans include our FastTrack Priority Service subscription, a programme providing the fastest calibration turnaround and minimum analyser downtime.

### Online Resource Portal

MCM understands that global industry operates around the clock. For times when you need instant access to key documents and certificates - just log in and download on-demand, without needing to contact our team.

### MCMspares

For applications requiring continuous operation but where no critical replacement parts are available, **MCMspares** can be included in an **MCMservice** Plan to include supply of spare analysers and equipment.

### MCMsupport

MCMsupport can provide customers with an extended warranty programme that provides inclusive repairs, for peace-of-mind over fixed-terms agreements of up to 5 years.

## MCM can also incorporate the following into a bespoke Service Plan package:

- On-site service work (onshore / offshore)
- Plant start-up and commissioning support
- Plant moisture audits
- Spare parts and inventory management
- Managed upgrade programmes (CapEx payment plans)
- ISO17025 calibration option

## Customer Testimonial

"I am writing to express our satisfaction with the eight portable hygrometers - we have been using them for over ten years and, to date, have not had a failure. The only reason for returning them has been for calibration to International Standards. On all occasions when we have returned an instrument, the service has been of the highest standard."

Any new service plan requires instrument evaluation if the product is out of warranty or a prior Service Plan has lapsed. The cost of the evaluation can be partly discounted against the price of the new Service Plan agreement.



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