



Service how it's
meant to be

Call: 01509 631590

www.weiss-technik.co.uk

From the Number 1 in Environmental Test Chambers... the service to match.

When you've invested in the best test chamber technology, doesn't it make sense to have the best team in the business look after it? At Weiss Technik we understand that our equipment performs critical functions in the testing and validation processes in your business. That's why we have developed a range of service solutions that are tailored precisely to meet your needs.

Nationwide service support from factory trained engineers

Maximising the equipment performance and ensuring ongoing uptime drives everything we do. At Weiss Technik we have the largest team of service specialists operating in the UK. In fact, we are the only manufacturer that provides fully comprehensive support to customers from a dedicated team. Having a locally based engineer means we can respond quickly and efficiently when you need us. Our engineers are factory-trained and regularly assessed which means their work is carried out to the highest standards.

Regular maintenance optimises your equipment's performance

Environmental test chambers need regular professional servicing to maintain their reliability and optimise their performance. Most standard chambers will also need to be checked for refrigerant leaks, in accordance with F-Gas legislation. So, every Weiss Technik test chamber comes with the option to specify the best service options available.

Fully comprehensive service delivers complete peace of mind

Many of our customers opt for the fully comprehensive service package, simply because it provides the ultimate care for their equipment, whilst reducing future maintenance costs. Here's a brief indication of what's included - contact our service department for full details:

- ✓ 48 hour response to breakdown call outs
- ✓ Weekend service cover available on demand (contract customers)
- ✓ Preventative maintenance contracts
- ✓ Calibration: Centre Point / Spatial
- ✓ Validation services
- ✓ Refrigerant leak tests
- ✓ Spare parts
- ✓ Spare parts packages
- ✓ Chamber assessments for upgrades and modifications
- ✓ Telephone technical support for all contract customers
- ✓ Dedicated office contact



When you've specified the best test chamber.....
specify the best people to support it.



Guaranteed response time

If you are a contract customer and you have an urgent breakdown your issue will be treated as a priority and we guarantee to respond to you within 48 hours. In most cases, we attend same day and we also can provide weekend cover. Plus, our repair work is guaranteed for 6 months.

Scheduled Preventative Maintenance

We will inspect your equipment every 6 months to check all components are fully operational and for any signs of wear and tear. We will replace any faulty components whilst on site and provide you with a maintenance check list to prove the chamber is fully operational.

Calibration services

For customers who are dependent on the international acceptance of measurement results, we offer centre point calibration for all temperature and relative humidity measurement. An annual DAKS calibration certificate is provided upon completion.

Weiss Technik in Germany, our parent company, is one of the most respected manufacturers of environmental test chambers on the global stage. We have strength in numbers and our technical expertise sets the standard across the industry.



Qualification services

All Weiss Technik customers benefit from the most comprehensive qualification services available. From the initial On-site Installation, Operational and Performance Qualification (IQ-OQ-PQ) using our custom protocols, to our annual performance Verification (PQ) audits.

Parts and parts packages

We always have a comprehensive range of spare parts available. Our parts packages include recommended kits of parts which customers hold on site. This helps to maximise service repairs and minimise downtime.

Dedicated technical hot line.

Our dedicated technical hotline means you can reach a technical specialist to assist with any problems and help you identify the required solution. Call 01509 631590

Our commitment to you is to provide the very best chambers with a level of service support that ensures optimum performance for the lifetime of the equipment. Service how it's meant to be!

We've got the UK covered

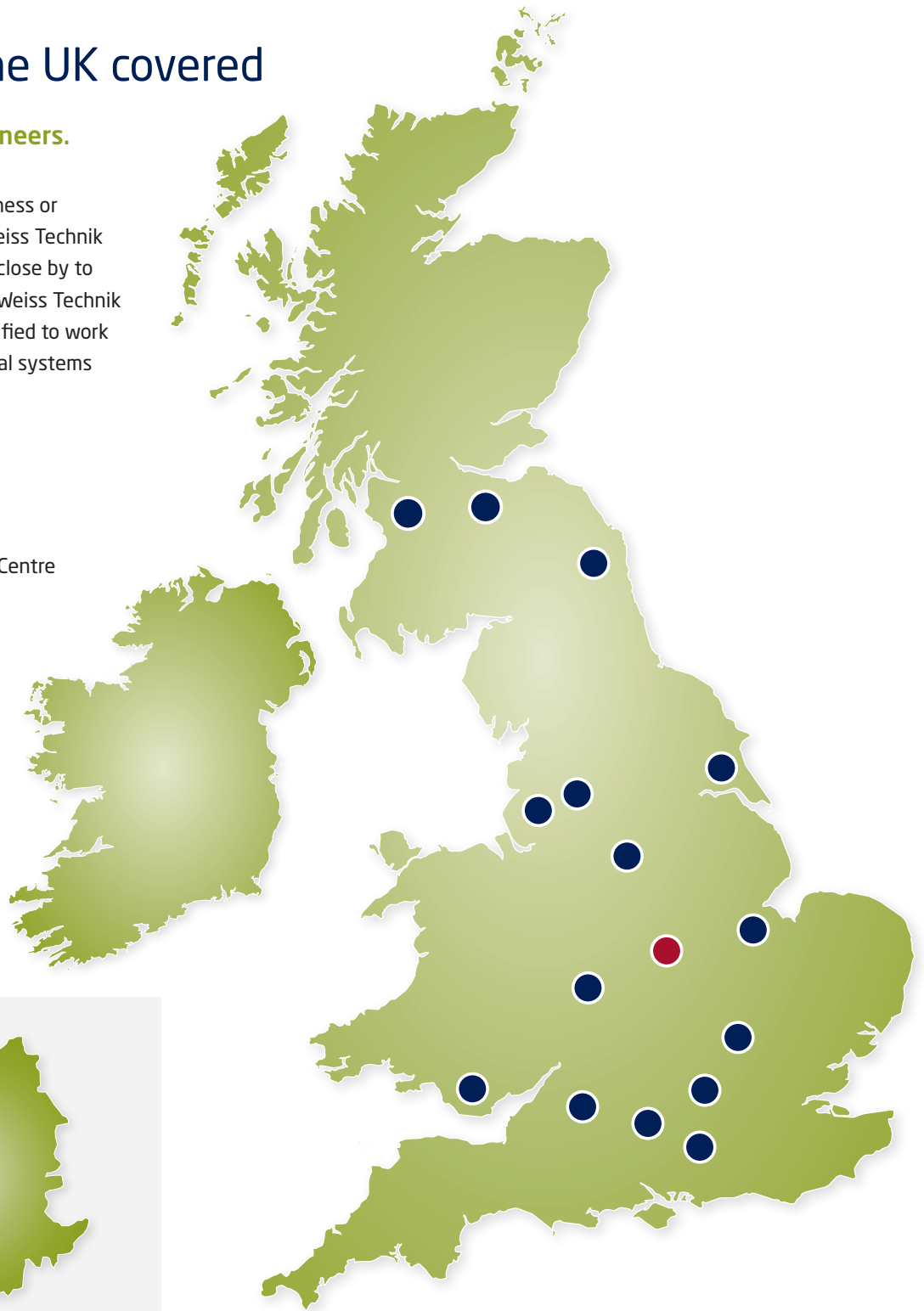
Locations of our Engineers.

No matter where your business or operations are located, a Weiss Technik factory trained engineer is close by to respond when you need it. Weiss Technik UK Engineers are fully qualified to work on control systems, electrical systems and refrigeration systems.

Head office

Weiss Technik UK Ltd

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When you buy a superior product, you should expect superior support.

Weiss Technik has achieved our market leadership position by consistently delivering the very best products and service solutions. Our environmental simulation systems are deployed in a vast range of industries and applications including Automotive, Electronics, Engineering and Bio Sciences, where test results require a high degree of precision and reliability.

Ensuring the high operational reliability and accuracy of your systems is a priority and that's exactly what we aim to deliver with our comprehensive support services. If you would like further information, please contact our service team at the address below.

"Weiss Technik consistently delivers a superior service. It made complete sense to have the OEM engineers maintain our equipment. It reduces the risk of failure... and that's critical to us."

"When you're in the middle of a 200 hour test programme, the last thing you need is a breakdown. We specify Weiss Technik chambers because of the expert support. No-one else comes close."

"We purchased our first Weiss Technik walk-in chamber 15 years ago. It's still performing perfectly well thanks to the service we receive. It's good to know that expert help is on hand if and when you need it."

"When you've invested £50k in the best equipment it's really a no-brainer to have the original manufacturer look after it."

For all general Service enquiries please contact:

Richard Fleming, Service Manager on 01509 631590 or email service.gb@weiss-technik.com

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Test it. Heat it. Cool it.