



BETTERWEIGH *EXCELLENCE IN WEIGHING*

Fully Accredited Independent scale specialists covering all aspects of weighing in industry.

Aggregate - Food - Freight – Chemical - Pharmaceutical - Recycling



About Betterweigh

Betterweigh is an independent weighing scale business that focuses on providing customers with reliable products plus maintenance and calibration of all types of weighing products from analytical lab balances through to weighbridges and silos, key points about Betterweigh :

- Centrally based factory and offices in Leicester
- Nationwide Coverage
- Non commission based or sales targeted service engineers
- Fully accredited business to ISO9001:2000 Standards
- Safe Contractor Approved
- S.P.A Health & Safety Accredited

Manufacturers MWS Supply

As an independent company Betterweigh choose to supply weighing equipment from a range of carefully selected and vetted manufacturers, these include:

- AnD Instruments – Japan
- Dini Argeo – Italy
- GSE Inc – USA
- Kern & Sohn – Germany
- Ohaus – USA
- Seca - Germany

Betterweigh also manufacture a range of floor scales, check weighers and bespoke products using high quality components from Flintec and Vishay Measurements Group.



Betterweigh Service & Calibration

The Betterweigh service scheme is designed to free QA departments of time and energy expensive maintenance of documentation, allowing them to focus on more important tasks, this is achieved by the following key points :

- Reminder emails and letters sent prior to each month service and calibration is due
- Fully managed documents, giving the client a hands off approach
- Supply of accredited documentation for Internal and External Audits
- Electronic Format PDF Calibration Certificates (fast replacement of mislaid certificates and documents)

Documents Supplied

Betterweigh know how important it is to issue and maintain the correct documents to enable clients to pass audits, especially a BRC audit. Betterweigh collate the required documents and issue a BSI Info pack specifically designed for external Auditors, these include :

- ✓ ISO9001: 2000 Calibration Certificates
- ✓ Scale list detailing model, serial numbers, capacity, location
- ✓ External Weight Calibration Records
- ✓ Health and Safety Certificates
- ✓ Public and Employee Insurance Certificates
- ✓ Method Statements and Risk Assessments



Calibration Certificate INC - 107

Certificate Number 11085518			
Customer Details		Calibration Details	
		Date of Calibration: 16/08/2011	
		Next Due: 31st August 2012	
		Engineer Name: Altauddin Mansur	
		Engineer Signature:	
Machine Details			
Fac Code	Manufacturer	Model	Serial Number
	Ohaus	T31P	0035182-6CN
Specification			
Capacity	Graduation	Tolerance	Machine Location
600Kg	0.2Kg		
As Found			
Applied Weight	Reading	Error	Corner Test
50Kg			Applied Weight 200Kg
100Kg			Centre
200Kg			1
300Kg			2
400Kg			3
600Kg			4
Definitive			
Applied Weight	Reading	Error	Corner Test
50Kg	50.0	-	Applied Weight 200Kg
100Kg	100.0	-	Centre
200Kg	200.0	-	1
300Kg	300.0	-	2
400Kg	400.0	-	3
600Kg	600.0	-	4
Weights Used		Remarks	
16616		New Machine Supplied	

This machine has been calibrated under the controls established by a quality management system that meets the requirements of BS EN ISO9001:2008 and which has been independently certified by BSI under certificate number : FM41405 Master weights traceable to National and International Standards. Copies available on request.

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Service Plan Agreement Levels

There are four service agreement plans, tailor made packages are available if required, package names and details are found below :

- **Smarter Bronze – Entry Level**
- **Smarter Silver – Mid Level**
- **Smarter Gold – Mid Level Plus**
- **Smarter Platinum – High Level**

Service	Bronze	Silver	Gold	Platinum
Preventative maintenance and Function Check	✓	✓	✓	✓
Calibration and Traceable Certification	✓	✓	✓	✓
Phone / Online Technical Support	✓	✓	✓	✓
Discounted Hire Rates	✓	✓	✓	✓
Loan Scales – Replacing Scales Removed from Site	✓	✓	✓	✓
3 Month Warranty on Repairs		✓	✓	✓
Call Out Costs			✓	✓
Labour Costs				✓

Client Benefits

Clients benefit from being a customer of a Betterweigh service agreement in the following way :

- Increased life span of weighing equipment
- Expert technical advice and support
- Fast replacement of lost certificates and documentation
- Cost savings on load cells and spare parts
- Hands of management of calibration visits and documents on site
- **Lower overall maintenance costs**



Current Clients

Betterweigh have a range of small to large multi-national clients in various industries, here are some of the well known brands that are current customers:

- Hanson
- Pork Farms
- Premier Foods plc
- Northern Foods plc
- PepsiCo
- Tarmac
- United Biscuits

Discovery Foods has used Betterweigh to carry out the purchase, service, repair and annual calibration of the balances for approximately 13 years, I have been involved with this side of the business for most of that time.

We have never experienced any problems with the quality of service that we receive, on the sales side we are happy with the level of their expertise when discussing new equipment. In times of crisis they can and do offer a rapid service and do try to offer solutions to the problems.

They are all very pleasant, a pleasure to speak to and always ready to offer assistance with any difficulties we may encounter. Many other suppliers have tried to take the business, my answer is “while we are receiving the level of service that we get why would I change”

Lyn Arnold Quality Co-ordinator - Discovery Foods Daventry.



SERVICE & CALIBRATION



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