



## MCM SERVICE Maintenance Contracts

Moisture Control & Measurement Ltd is committed to the design, manufacture, operation and calibration of dependable hygrometers for the most demanding industry processes.

With extensive application knowledge and over 40 years of experience, we can provide the confidence that your MCM equipment is always delivering the highest standard of performance. After all, the efficiency, safety and profitability of your plant relies on accurate measurement, repeatable performance and high reliability.

MCM's calibration facilities provide mass traceable moisture calibrations, as defined by British Standard BS ISO 6145-8:2005, whilst critical applications are supported through an ISO17025 facility.

With the purchase of a maintenance contract from MCM we will routinely check, calibrate and (where necessary) repair your hygrometers whilst managing a bespoke intervention schedule that is tailored to meet your requirements. Through our team of knowledgeable and skilled technicians, we aim to provide minimal downtime combined with the highest levels of operator confidence and unrivalled value for money.

We offer two standard levels of service contract coverage, but are also able to provide bespoke coverage upon request.

### Option 1 Standard Contract (SC1)

- Scheduled calibration programme managed by MCM
- Automated reminders for due calibration dates
- Inclusive shipping to / from your site
- Extended warranty covering all standard repairs
- Standard MCM Certificate of Calibration
- Software upgrades for digital hygrometers
- Exclusive discounts against new equipment
- Dedicated MCM account manager

### Option 2 Premium Contract (SC2)

As per Option 1, but also including:-

- FastTrack Priority Service for guaranteed quick return
- Detailed MCM Performance Assessment Report
- Provision of spare instrument(s) for zero downtime
- Dedicated bonded store of critical spare parts
- Refresher training courses for operators
- Fixed price multi-year options for long-term support



40 years of development have given MCM a competitive edge, but what are the features and benefits that make our technology the smart choice for industry?



#### STABLE PERFORMANCE

All MCM hygrometers have temperature controlled silicon sensors to eliminate temperature coefficients. This improves measurement stability, ensuring transfer-standard performance and laboratory accuracy under process conditions.



#### FAST RESPONSE

The unique Push Purge<sup>®</sup> feature raises the sensor temperature to >100°C, which means MCM analysers can be rapidly dried down. This feature is available on demand and provides a valuable check for responsiveness and recovery.



#### SUPERB REPEATABILITY

The Push Purge<sup>®</sup> feature is automated at the start of each measurement so every sample starts from a "dry" zero condition, helping to reduce operator error and giving a repeatable pattern to every sample.



#### INTUITIVE DIAGNOSTICS

MCM's simple one-button diagnostic feature confirms sensor response, instrument integrity and measurement accuracy. For those instances where you need validation with confidence, help is at your fingertips.



#### 24/7 ANALYSIS

MCM's on-line "plug and play" systems can be configured to your requirements, with either self-validating capability or in-built moisture standards (for traceable calibration) and offering true 24/7 on-line measurement capability and full redundancy.



#### TRACEABILITY

All MCM hygrometers are supplied with a mass traceable moisture calibration that is supported by National Standards and ISO protocol. We believe in the value of true measurement and can provide you with the means to prove your results.



#### GLOBAL REACH

MCM supports a global client base through our network of approved sales agents and can provide direct support through accredited calibration facilities in the UK, US, Canada and Malaysia.

#### CUSTOMER TESTIMONIAL

"I would like to thank you and your colleagues for the excellent service that you have provided throughout our project. The MicroView proved to be a valuable acquisition – it certainly helped speed up our moisture sampling and was a great help in determining moisture concentration at different points throughout the process."



#### Moisture Control & Measurement Ltd

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