



MCM ONLINE Account Management

How many times have you lost vital paperwork for a project-critical piece of equipment? It can happen to even the most organised people, where a busy desk or breakdown in communications leaves a hole in the records.

MCM knows that control systems aren't perfect, which is why we've developed our Online Resource Area. Available 24/7 wherever you can get online, now you'll never have to worry about tracking documents again.

If you think this doesn't apply to you, then consider these real-life examples from MCM's clients . . .

Maybe you rotated in after leave and your back-to-back didn't leave full handover notes. Perhaps you control a stock of hygrometers split over several sites and don't see the day-to-day activity. Have you ever tested with a client and they've questioned the results? Or what if you're under audit and facing tough questions on compliance? If any of these situations sound familiar, then you'll know that access to supportive data is critical.

Now, with a few clicks of a mouse you can download the full audit history of any of your MCM hygrometers.

Calibration certificates, "as found" reports, shipping invoices, purchase orders and invoices; even project specific documents such as drawing packages or ATEX certification. In short, any document that's been issued for a hygrometer, filed by serial number and date, ready for download in PDF form. Treat it as your virtual MCM filing cabinet.

In addition to the document archive you can view details of each hygrometer and see the scope of your MCM Service Contract options, including full explanations of options that are available for upgrade. If that's not enough, the portal allows you to register new products electronically and access a whole range of user resources, from application notes to trouble-shooting documents and video presentations.

Visit MCM's website to experience the Online Resource Centre. For Service Contract enquiries, contact MCM's Service Department on +44 (0)1937 843927 or email service@mcm-moisture.com

Resource Centre Features

Available to all users:-

- Online registration of new products
- Archive of case studies and technical documents
- Download user guides and troubleshooting reports
- See videos of MCM's hygrometers in operation

Secure Login Area

For Service Contract clients, manage your account online inside our secure login area:-

- PDF document archive (certificates, reports etc)
- Detailed inventory of your MCM hygrometers
- Review your contract coverage and request upgrades



Register a Product



Access our FREE Resources



Access Your Service Contracts



Taken delivery of a new order?
Register online to activate the warranty and open an account

Need information?
From product data to case studies, technical reports and instant troubleshooting guides, as well as videos and useful links

Are you a service contract client?
Login to our secure login area to access your full inventory of MCM assets, range of contract options and instant PDF document archive

SECURE LOGIN AREA FOR SERVICE CONTRACT CLIENTS

Account Home

Account Details My Instruments My Documents

The services you currently subscribe to are highlighted in green below. Click "Upgrade" to enquire about other services:

Multi-year contract - 3	Managed calibration schedule - 3
Annual calibration - 3	Bi-annual calibration - 3 Upgrade
As Found reports - 3	Extended warranty - 3
FastTrack Priority Service - 3	Bi-directional zero adjustment - 3
Inclusive loan equipment - 3 Upgrade	Inclusive P&C - 3
Critical spares - 3 Upgrade	Refresher training - 3 Upgrade

My Instruments:-

Can't remember the detail of your MCM hygrometers?

It doesn't matter any more – we'll tell you here. Serial number of each unit, calibrated range, special features . . . everything you need to know at the click of a button.

My Documents:-

An auditor's dream, this is where you can download documents for each hygrometer. Certificates, reports, shipping / commercial invoices, quotations, drawing packages and purchase orders – in fact, a full "passport" for every MCM asset.

Navigate your account from the Homepage:-

- View the current contract options that you subscribe to, find out about extended coverage and enquire about upgrades.
- Navigate to the "My Instruments" and "My Documents" sections to see full details of your MCM inventory and download a complete set of audit documents for each hygrometer.

CUSTOMER TESTIMONIALS

"I think this is a great idea and it looks very professional . . . This is a very useful feature which could come in handy during audits if we have misplaced a certificate . . . This is a very good platform for keeping track of data . . . I am sure this would be useful – more than enough printouts everywhere, so this was a nice step ahead . . . MCM Resource Area looks good – something we'd use for sure."