

Scantech Expertise

Scantech International Pty Ltd has specialised in on-line quality analysis systems since 1981. Scantech is now the world leader in providing process control solutions for bulk materials. The wide range of available technologies and control software ensures that the right solution is chosen in each application.

Scantech has sold and currently supports more than 500 analysers in 25 countries. Over the years we have established a complete global service and support network. Scantech's philosophy is that our 24 hour a day, seven day a week customer service and support must be second to none and that Scantech is associated with outstanding customer service and support.

Scantech recommends a preventative maintenance program for your analyser for optimal performance and extended life cycle.

Manufacturing

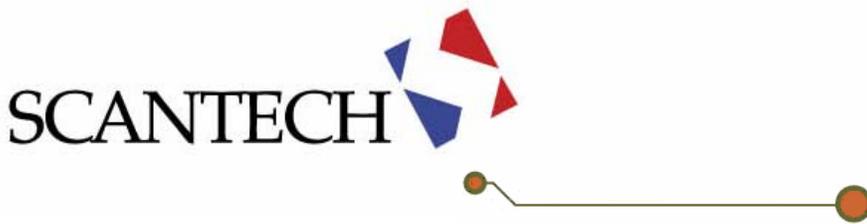
Before your analyser is delivered we ensure that it has been manufactured to the highest standards, and has passed all quality tests in our factory before being approved for dispatch.

Commissioning

One of Scantech's trained Service Engineers will be assigned to your machine from its manufacture until the commissioning is completed and your analyser is ready for use.

Post Commissioning

Following commissioning of your analyser, we recommend a Product Support Agreement is put in place to ensure the proper maintenance and operation of your analyser. This preventative maintenance program will ensure optimal efficiency of your analyser and reduce the risk of unforeseen breakdowns.



Warranty and Service

Scantech backs our analysers with a comprehensive warranty. Normally taken over one year, the warranty covers all analyser components. Our warranty is maintained by a service department that is available 24 hours a day, 7 days a week.

Maintenance Visit Activities

Scantech has highly skilled engineers trained to service your analyser. A maintenance visit involves monitoring the electrical and mechanical systems to ensure inherent instrument precision. Activities performed during a visit may include:

- ⇒ Technical advise/updates and staff training
- ⇒ Review of procedures
- ⇒ Review of human machine interface
- ⇒ Thorough cleaning of external housing
- ⇒ Electronic board and component inspections
- ⇒ Backup of current software and parameters
- ⇒ Software updates where required
- ⇒ Spectral checks
- ⇒ Calibration review
- ⇒ Inspection of safety mechanisms
- ⇒ Radiation survey and source wipe tests
- ⇒ Discuss source disposal and replenishment plan
- ⇒ Inspect radiation plates and warning signs
- ⇒ Door seal inspection
- ⇒ Manual check of analyser functions to ensure all are working
- ⇒ Detailed report of engineer's findings



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Scantech's service schedules fulfill customers' support needs through the varied options we have available to them. Whether you are installing a new analyser or maintaining an existing analyser, we have services that will protect your technology investment and extend the lifetime of your products. We work hard to offer best-in-class service and support.



Throughout the life of the analyser, our support team monitors and maintains the performance to guarantee a consistent and reliable user experience.

