



# Reliable Global Service Support

24/7 Helpline:  
1-800-361-6731

[www.weiss-na.com](http://www.weiss-na.com)



# Our Services

Our products are backed by our 24/7 global factory trained service department. With over 400 service technicians located throughout the globe, we offer our customers a wide variety of services including the following:

- > 24/7 Service Helpline
- > Preventive Maintenance Program
- > Chamber Start-Up
- > Installations
- > Emergency Service
- > Technical Support
- > Spare Parts & Materials
- > Calibrations per ISO 17025 (Instrument and Chamber)
- > Chamber Diagnostics, Troubleshooting and Evaluations
- > Equipment Upgrades and Retrofits
- > Refrigerant Removal and Disposal
- > Chamber Liner Leak Test
- > Chamber Modifications
- > Equipment Relocations
- > Training on Proper Equipment Use and Programming
- > Rental Programs / Used Equipment
- > Service on all Makes and Models



Weiss Technik North America, Inc.  
Calibration Services are accredited  
by A2LA to ISO/IEC 17025



Contact our Service Support Group for complete details on all of our services.



# Preventive Maintenance Program

## Giving You Peace of Mind for Your Chamber Operation

Our Preventive Maintenance Program allows you to choose the right level for your new or existing chamber service requirements. This assures that your individual chamber receives the exact preventive maintenance it needs. Each level offers many benefits and discounts on our normal service rates. The Preventive Maintenance Program keeps your chamber running at peak performance and avoids unexpected interruptions or downtime while prolonging the life of your chamber.

Choose the program that best fits your Preventive Maintenance needs and intensity of use for each individual chamber

Heavy Usage

PLATINUM

Moderate Usage

GOLD

*Our Service Support Group can help you determine the best PM level*

The **Platinum and Gold** levels offer various services on key components and vital functions of your chamber including:

- > Electrical
- > Refrigeration
- > Chamber Cabinet
- > Instrumentation
- > Humidity
- > Optional Components

## Loyalty Plus Discount Service Program

The Loyalty Plus Discount Service Program offers many valuable cost savings benefits for service requirements on multiple chambers.

### Become a Loyalty Plus Service Customer and Benefit from:

Attractive discounts on our normal rates for:

- > Labor
- > Travel time
- > Mileage
- > All parts and materials
- > Selected calibrations

Additional Benefits:

- > No overtime charges Monday through Friday
- > Next day delivery of all parts in stock if ordered by 12 Noon Eastern Standard Time

Contact our Service Support Group for complete details on the Preventive Maintenance & Loyalty Plus programs.

# Service Support 24/7 Helpline: 1-800-361-6731

Our 24/7 Helpline is there when you need us. Our knowledgeable and trained expert Service Coordinators and Service Technicians are ready to help with all your service requirements. We look forward to serving you.

## Quality

Weiss Technik North America, Inc. helps make the task of compliance with the QS9000 3rd Edition Calibration Mandate much simpler. There is no need for you to take the time to actively seek an accredited laboratory.

Weiss Technik North America, Inc., certified ISO9001 in 1997, can provide the latest required ISO/IEC 17025 (A2LA accredited) calibration services at your facility. These services meet 17025 requirements and ensure that your company is in compliance with the most recent changes in the QS9000 3rd Edition mandate.

Please contact us for a copy of our Certificate of Accreditation and a copy of our Calibration Scope of Accreditation.

**Weiss Technik North America, Inc.**  
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Global Partner for Environmental Test Chambers

WNA/SERVICE/NOV2017



Weiss Technik North America, Inc. Calibration Services are accredited by A2LA to ISO/IEC 17025



Weiss Technik North America, Inc. Quality System is registered to ISO9001:2015

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