



# SCALE TRONIC SERVICES c.c.

**Established 1988**

SALES, SERVICE & REPAIRS OF DIGI/ELECTRONIC & MECHANICAL SCALES

No. CK 1990/005287/23 Vat No. 425012061

**HEAD OFFICE:**

Unit F34, F6 & C4, Supreme Industrial Park, Cor. Heidelberg and S.Klipriversberg Rd, Steeldale, Jhb.

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Page 1 of 4

## SERVICE AGREEMENT FOR WEIGHING EQUIPMENT

As you are no doubt aware, mass measuring machines used for trade use have to be legally certified at all times in terms of the Trade Metrology Act (Act 77 of 1973). Scale Tronic Services, being registered in terms of this Act is able to offer you a service which will help you to meet the Act's requirements.

The most important aspect of the Service Agreement is to ensure that the machines stay accurate and profitable to you, the user, and to ensure that your equipment remains at all times in the condition in which you bought it.

**SPECIALIZING IN NOT ONLY SUPPLYING OF NEW & QUALITY EQUIPMENT BUT PROUD OURSELVES ON OUR EXTRA ORDINARY LEVEL OF SERVICE, AFTER-SALES SERVICE AND ADVICE WE OFFER TO ALL OUR CUSTOMERS.**

### CUSTOMER / USER'S DETAILS

COMPANY NAME: \_\_\_\_\_

PHYSICAL ADDRESS: \_\_\_\_\_

POSTAL ADDRESS: \_\_\_\_\_

TEL No: \_\_\_\_\_ FAX No: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

VAT NO: \_\_\_\_\_

CONTACT PERSON: \_\_\_\_\_

SERVICE AGREEMENT NO: \_\_\_\_\_

DATE OF EXCEPTANCE OF THIS AGREEMENT: \_\_\_\_\_

DURATION PERIOD FOR THIS AGREEMENT: \_\_\_\_\_

COMMENCING DATE OF THIS AGREEMENT: FROM: \_\_\_\_\_ TO: \_\_\_\_\_

THE TOTAL SUM (excl. vat) AGREED FOR THIS SERVICE AGREEMENT: \_\_\_\_\_

(See page 4 for STS's normal rates)

*Sole Agents for*



**SHEKEL Industrial scales - CZNEWTON DCS Platforms - ITELEC & H&K Balances**

**GOLDBELL & ZEMIC Load cells - MECHATRONIC Indicator & Score board series**

**TSCALE Retail & Industrial series – EVERIGHT & GOLDBELL Crane scales**

**YUBO Y-series Industrial and Stainless steel platforms, MEASURETEK medical scales**

**Mass pieces ranging from 1mg – 500kg**

**DISTRIBUTORS OF DIGI PRINTER RETAIL SCALES - HIRING OF SCALES - LOCAL MANUFACTURING & ENGINEERING**

## LIST OF MASS MEASURING INSTRUMENTS

MAKE/MODEL	CONCEPT	SERIAL NO.	MAX. CAP.	ACCURACY
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				
16.				
17.				
18.				
19.				
20.				
21.				
22.				
23.				
24.				
25.				

### SCHEDULED ANNUAL VISITS/INTERVALS OF COMPLETED SERVICES PERFORMED

1. Jan		5. May		9. Sept	
2. Feb		6. June		10. Oct	
3. March		7. July		11. Nov	
4. April		8. Aug		12. Dec	

Date of Renewal:

*Sole Agents for*



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**DEFINITIONS IN THIS AGREEMENT:**

1. STS shall mean SCALE TRONIC SERVICES authorised representatives, and or assigns.
2. The USER shall mean the customer who is accepting this service agreement in its entity.

**CONDITIONS OF SERVICE AGREEMENT****UNDERTAKING BY STS TO THE USER:**

STS undertakes to maintain the equipment in good operating condition during the currency of this service agreement, and subject to conditions herein set forth.

**I.e. to service, repair if necessary, calibrate and issue Verification Certificate or Calibration Report for the weighing equipment.**

1. To attend to visit the User's premises ..... times per annum as agreed on and as per dates set out on schedule above.
2. To carry out routine preventative maintenance, to calibrate and to adjust the equipment as are considered necessary by STS, i.e. to maintain the equipment in good operating condition.
3. To issue Verification Certificate as required by provisions of the Trade Metrology Act No. 77 of 1973 (as amended) for scales in trade use, and/or to issue a Calibration Report for scales in use for non trade use, i.e. "internal use or factory use".  
Note: A Verification Certificate is valid for two years.
4. To apply a Verification or Calibration sticker with the date of calibration performed.
5. Upon notification to the USER, to replace parts when deemed necessary to enable the scale to operate properly. All replacement spare parts will be charged to the USER at STS's then current list price.
6. A one-off charge for the duration of this agreement will be charged for all labour, mileage and travelling costs including calibration certifications as per the scheduled visits in respect of work performed.

**GENERAL:**

- All mass pieces used for the calibration of weighing equipment are traceable to SABS / NRCS standards and upon request from the USER a copy of the certificate is available.
- All amounts due by the USER in terms of this contract are payable upon presentation of invoice from STS or unless an alternative agreement has been agreed upon.
- Note that all amounts quoted in this service agreement exclude VAT.
- The USER or STS will not be held bound to this Service Agreement and may cancel this agreement without any written notice.

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**ADVANTAGES TO A SERVICE AGREEMENT:**

1. For the USER that exceeds a 75km radius from STS, a 30% total discount will be deducted from STS'S current rates for all labour, mileage and travelling time – see our normal standard rates as per below.
2. NOTE: The USER is always guaranteed that the scale/s is at all times accurate and is/are covered by a Verified or Certified document and/or a calibration report. Therefore minimizing disputes from your suppliers or receivers with regards to un-accurate weighing (i.e. incorrect weights). Of cause this will exclude damages that were caused by elements that are beyond STS's control. The same applies that you are at all times operating within the laws.

**STS'S CURRENT RATES AND CHARGES for 2013:**

Labour cost ----- @ R400.00/hr

Mileage & Travelling time ----- @ R8.00/km

THUS DONE AND SIGNED at .....

On behalf of the **USER**, this ..... day of ..... 20.....

Who warrants that he is duly authorised thereto (signed by) .....

THUS DONE AND SIGNED at .....

On behalf of **STS**, this ..... day of ..... 20.....

Who warrants that he is duly authorised thereto (signed by) .....

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