



Services

- **Calibration and system verification services**
- **24/7 availability for emergency service and troubleshooting**
- **Minimized downtime**
- **Localized for cost and time efficiency**
- **Root-cause problem resolution**
- **Preventative maintenance**
- **Personalized support options**
- **Customized training**

Hardy Process Solutions provides localized field service for all users of Process Weighing instrumentation. We can perform service on most manufacturers' systems, not just Hardy's. We can help you with system installation, verification, calibration and certification. We also provide emergency troubleshooting and service, on-site training and routine preventative maintenance and inspection.

CUSTOMIZED SERVICE PLANS

Select components that matter to you and create your own plan:

Installation and Start-Up

To ensure a seamless installation and start-up, our Local Field Service technicians will integrate your system to your specific plant requirements. In most cases, this includes sensor installation, cable runs (in conduit if required), instrument installation, and system commissioning.

Calibration and Verification

Calibration and sensor verification is important in maintaining plant productivity and product consistency. Our on-site technicians can conduct calibration and certification for all systems, perform and record scale, tension and monitoring system verifications, and keep electronic records of systems accuracy. Our technicians will also make adjustments or recommendations as needed.

Preventative Maintenance

Regular maintenance inspections can reduce the chance of errors within the system and minimizes costly downtime. Local Field Service technicians performing maintenance will inspect plant systems, review electrical and mechanical systems, correct and adjust systems, calibrate and/or verify systems as part of preventative maintenance programs when required, and supply documented results.

Emergency Service and Troubleshooting

Local Field Service technicians are available 24 hours a day/7 days a week for emergency repair and troubleshooting. Local Field Service will minimize downtime and maintain plant efficiency. Our service professionals will restore network communications, provide design recommendations and resolve mechanical, electrical, or installation issues.

Training

Hardy offers a list of predefined courses to choose from. One of our training specialists can also design a course specific to your needs. You may attend classes at our factory in San Diego, where you will have access to our lab equipment, or we can bring the course to your facility. We also offer Web-based seminars that can be a time and cost-effective alternative to face-to-face training.

COMPONENTS TO COMPLETE YOUR HARDY SYSTEM

Hardy Bench Scales, Floor Scales and Load Points

Hardy carries a wide variety of strain gauge load points and scale bases to accommodate your application requirements.



ADVANTAGE Series Load Point with C2 Calibration



ANY-WEIGH Scales

Hardy C2 Certified Cable

This 8-conductor cable is designed for optimizing weight and load sensor characteristic signals from the junction box to the instrument.

Hardy Junction Box (HI 215IT Series) with INTEGRATED TECHNICIAN

This NEMA 4 rated waterproof enclosure sums from one to four load sensor signals. Its unique design allows for easy electronic isolation and troubleshooting of the weighing system.



HARDY
PROCESS SOLUTIONS
Measurement • Automation • Productivity

SERVICE OFFERINGS

- Periodic Calibration and Verification.
- On Site Troubleshooting and phone assistance available 24/7.
- Parts and materials.
- Instrument repair or replacement. Two day Depot repair available.
- Software upgrades.
- Training Programs, tailored to your needs.

HARDY WEBTECH KNOWLEDGEBASE

The Hardy WebTech is an extensive online knowledgebase where you can immediately find answers to your technical questions. The knowledgebase is populated by real questions and answers from users just like you. Many of the questions have been asked before, so you can quickly find the help you need. If you can't find the answer to your question, post it online, and it will be usually answered within 24 hours and become part of the searchable knowledgebase so that others may benefit from it as well. You can also create your personalized support page, accessible 24/7. No other manufacturer of Process Weighing equipment offers such a personalized online technical system.

The Hardy WebTech is available at <http://hardysolutions.custhelp.com>.



FREE Online and Phone Support Anytime

1-800-821-5831 Option 4

Unrestricted Access to Manuals and Drawings Online
Free Dial-In Technical Support and Applications Support
Onsite Certified Technicians for Hire

To learn more about
Hardy Service and Support
visit our web site:

www.hardysolutions.com/service

or call us: 800-821-5831
+1-858-278-2900



CONTACT US

To request emergency service and troubleshooting, start-up, installation, calibration, verification or to discuss a Maintenance Agreement please call 800-821-5831 (standard hours 5:30 AM to 5:30 PM Pacific Standard Time) or Emergency Service after hours and weekends, at ext. 1111.

FIELD SERVICE OUTSIDE OF THE UNITED STATES



Hardy Process Solutions has built a network of support throughout the globe. For field service options in your area please contact your local sales agent or our U.S. factory at: +1 858-292-2710 Option 4

Hardy Process Solutions

9440 Carroll Park Dr.
San Diego, CA 92121
tel. +1-858-278-2900
tel. 800-821-5831
fax +1-858-278-6700
www.hardysolutions.com
hardyinfo@hardysolutions.com

ISO 9001:2008
CERTIFIED

Since 1993

All information within is subject to change without notice. Visit our website for latest specifications. WAVERSAVER, C2, IT, ADVANTAGE and ANY-WEIGH are registered trademarks of Hardy Process Solutions, Inc. All other trademarks or registered trademarks are the property of their respective owners.

HI Service 0112

www.hardysolutions.com • 800-821-5831