



Services

- **Installation & Commissioning**
- **Preventative Maintenance & Calibration**
- **Onsite Emergency Service**
- **Service Agreements with Defined Turnaround Times**
- **Product, Service, and PLC Integration Training**
- **Pre-Installation Site Audit**
- **Installed Weighing System Evaluation**
- **PLC Integration Support**
- **Engineering Design Support & Specification Development**
- **Quality Documentation Creation**

Hardy Process Solutions provides local field service for all scales and weighing equipment. Hardy's factory trained technicians can perform service on all Hardy equipment as well as most other manufacturers' systems. Enabled by the Hardy Process Toolbox, our technicians spend less time onsite, saving you money and reducing your downtime.

Installation & Commissioning

To ensure the best performance of Hardy products, we recommend adding Hardy Installation to your product purchase. Great products without a quality installation risk long-term performance and availability, and Hardy has a broad network of trained service agents to perform, inspect, and commission new installations.

Hardy offers preferred rates for new installations and we guarantee that the installation will be done right the first time. Plus, with the use of the Hardy Toolbox features like C2 Electronic Calibration, Hardy Technicians spend less time onsite than the competition, saving you cost and downtime.

Preventative Maintenance & Calibration

C2[®] calibration enables spot calibrations to be done quickly and easily by onsite personnel, but there's more to preventative maintenance than just calibration. Our service technicians are

specially trained to take a holistic view of your weighing application, helping you identify worn equipment and take proactive steps to ensure sustained, peak performance of your process. To ensure the best continued performance, we recommend periodic inspection and calibration of all weighing equipment using a Hardy Service Technician. Maintenance and calibration can be scheduled around planned maintenance cycles to minimize manufacturing interruption.

Onsite Emergency Support

Even with the best quality equipment, failures can happen without warning. The question isn't "if" this will happen, but how prepared you are to rectify the situation "when" the unexpected happens.

Hardy Field Service Technicians are located nationwide to ensure the fastest response to your unplanned downtime, and our emergency after-hours voicemail is checked constantly to prevent customers experiencing a downtime event from having to wait until morning.



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



Hardy Bench &
Floor Scales

Hardy C2 Certified Cable

Hardy C2 8-conductor cable is designed for optimizing weight and load sensor characteristic signals from the junction box to the instrument.

Hardy Weight Processors

The HI 6500 series are EtherNet/IP® enabled weight processors with a Rockwell Add-On-Profile (AOP). They have a big, bright multi-channel display and deliver fast, high-resolution weight readings.



SLA Contracts

Take onsite support to the next level with a Hardy Service Agreement, which will guarantee a service response within a timeframe that meets your manufacturing demand schedule. When the unexpected happens, don't leave the extent of your process downtime to chance. Contact Hardy today for more information.

Training

Hardy offers a variety of customizable training programs to meet the needs of your business. Whether you're new to weighing or want to take your expertise to the next level, Hardy's training will help you get the most value out of your equipment. Trainings can be Product Based, centered on product functionality and getting the most out of the Hardy Toolbox; Service Based, providing the mechanical knowledge and live demonstrations needed to minimize site downtime; or Controls Based Workshops, which explore Hardy's Ease of Use tools such as instrument programming and mapping, AOP and Faceplate use, PLC code same, and more.

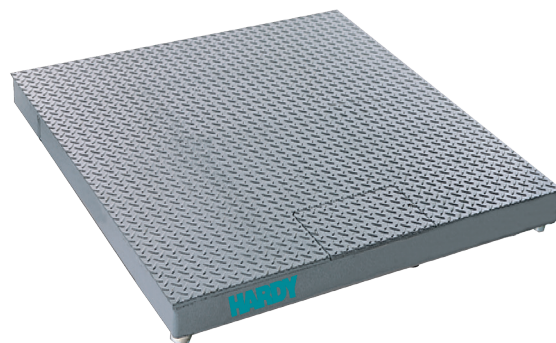
Professional Services

The landscape and requirements for major upgrades and installations have changed drastically over the last decade. Successful project outcomes require more coordination between company employees, OEMs, Systems Integrators, and Manufacturers than ever before. To meet the needs of our customers, Hardy had developed specific services targeted towards helping customers through the process of a site expansion or upgrade.

Hardy's Professional Services include Pre-Installation Site Audits, Installed Weighing System Evaluation, PLC Integration Support, Engineering Design Support and Specification Development, and Quality Documentation Creation.

Contact Us

To request any of the services mentioned, or to discuss your needs with a trained Hardy Service Agent, please call 800-821-5831 Option 4 (6:30AM to 5:30PM PST). For emergency downtime service after hours, leave a message in our emergency mailbox and your call will be returned promptly.



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

[www.hardysolutions.com/
support-center](http://www.hardysolutions.com/support-center)

or call us: 800-821-5831 Option 4
or 1-858-278-2900



HARDY
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Measurement • Automation • Productivity

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