

# Getting Truck Scales Online

## For Faster Service, Better Uptime

### InTouch<sup>SM</sup>

For one American recycling and scrap company, METTLER TOLEDO InTouch<sup>SM</sup> services allowed the company to learn of a significant weighing error event long before it put a dent in the company's bottom line.



#### **InTouch<sup>SM</sup> Remote Services**

Safe and secure

Saves time and money

**METTLER TOLEDO**



An American scrap and recycling company sees about 100 trucks per business day take advantage of its over-the-scale operation. The weight of each truck, as well as the materials it carries, determines the payout to its clients.

The business maintains just one scale for this service—a 70,000-pound, 10-load-cell analog model. Because of the company's volume, action on that scale is brisk, with new trucks on and off again in a matter of minutes. A mounted, outdoor "scoreboard" shows customers exactly what operators see on the scale indicator screen to ensure transparency. Weight tickets are printed at the end of the transaction.

#### **The importance of accuracy**

Because customer payouts are determined by weight, an error in this system can be detrimental to the company's bottom line, says the company's owner. "We don't want to be giving stuff away, but we also want to be treating our customers fairly. Accuracy is very important," he says.

When METTLER TOLEDO approached the owner in mid-2014 about be-

coming a test site for the new model IND570 scale indicator enabled with InTouch monitoring and communications software, the owner thought it sounded like a helpful upgrade. "We liked the idea of having immediate feedback on the scale," he says.

Today, METTLER TOLEDO maintains watch on the health of the company's scale via a dedicated cloud-based monitoring service. If an alarm condition is detected locally, a message is sent to METTLER TOLEDO's remote service desk for fast response—a response so fast, in fact, that the local service technician will typically know before company operators that they have a potentially damaging event on their hands.

#### **A potentially costly example**

The company has benefitted from installing the next-generation scale indicator and enabling InTouch services. One example of this benefit occurred April 27, 2015 when a significant storm with numerous recorded lightning strikes occurred. The IND570 began transmitting a "Low Voltage Excitation" alarm to METTLER TOLEDO's remote servers upon unit power-up at 7:30 a.m., indicating a possible failure caused by a lightning strike.

Email alerts to the METTLER TOLEDO remote service team initiated a diagnostic intervention that led to a phone call to the local METTLER TOLEDO service technician. He was on site within 30 minutes. "Once I

took a look, I was able to run back to the shop and bring out a prior model IND560 for them to use temporarily," the technician says. "The IND570 was so new that I didn't have a spare motherboard on hand. I received the new part by overnight delivery and installed it the next day," he says.

InTouch was fundamental in the quick diagnosis and repair. And, while the payoff in ongoing accuracy and customer confidence is tough to ascertain, the company owner is pleased by both his new IND570 and the excellent, local METTLER TOLEDO Service he received.

#### **Smart backup never misses a beat**

InTouch automatically configured to METTLER TOLEDO's cloud-based servers upon connection. Also, the standard feature of scale backup via USB meant simply uploading the scrap company's configuration from the damaged motherboard to the new one. "We had them back up and running in less than a day," says the service technician.

After seeing the software in action, the service technician says he feels confident that InTouch's ability to proactively alert METTLER TOLEDO Service to issues that have the potential to affect accuracy and uptime is going to benefit many more of his customers. "The less they have to wait to find out they have a problem, the better it is overall," he says.

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