

Controls S.R.L., 20063 Cernusco s/N. (MI), Italy

# Technical assistance and instruction manuals: a duty to clients

The company Controls has always given great importance to installation procedures and use of the instruments that it produces. The instruction manuals that accompany each product provide vital information for safe movement, transport, correct installation, precise calibration, correct use and preventive maintenance.

Controls service center is always available to help clients with the thousands of machines that are produced each year, which due to their numbers and varying complexity, necessitate great experience and knowledge within the service staff. Controls provides know how in this sector that has been built for over forty years, during which the service staff have acquired professionalism and knowledge of ever more complex testing equipment.

Direct contact with clients and willingness to listen has resulted in efficient problem resolving even in most difficult circumstances. Since its beginning, Controls has always realized the importance of investing in excellent pre and post sales service. Agents and staff are continually trained and informed on the technological developments of the machines and testing instruments, so as to be able to quickly and efficiently solve any problems that may arise.

The safety procedures are studied, planned and designed from the very outset of the product development.

The technical assistance provided by product specialists (Product Managers) supports clients in selecting equipment for the laboratory, its installation, use and maintenance by offering a continual dialogue and personalized service.

The instruction manuals are rendered in multi languages and contain detailed information for movement, transport, correct installation, calibration in accordance with current standards, use and preventive maintenance, whilst ensuring absolute safety of the operator and the machine.

Clear illustrations of the machine, electrical diagrams and component lists play an essential role in increasing the reliability of the product, the productivity of the laboratory and the useful life of the product. Furthermore, the instruction manuals represent a very useful starting point for technical teaching of the laboratory staff.

The design of machines is today governed by the machine directive 2006/42/CE,

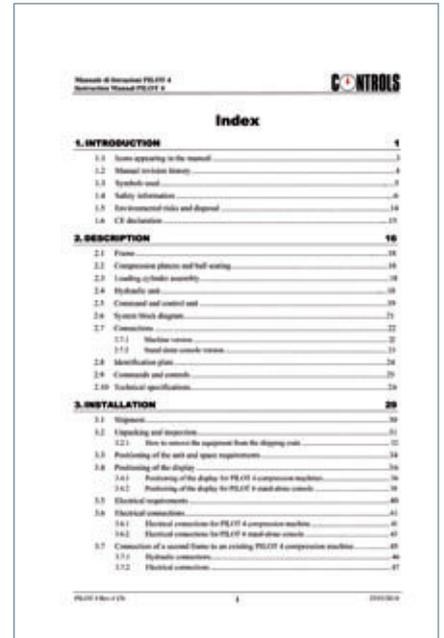


Fig. 1: Typical cover and index of a testing machine instruction manual

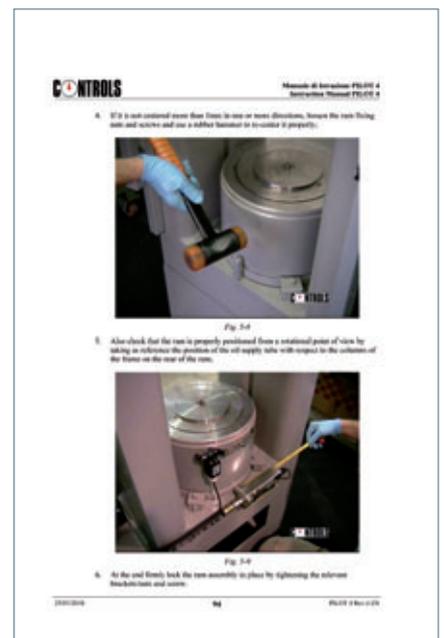
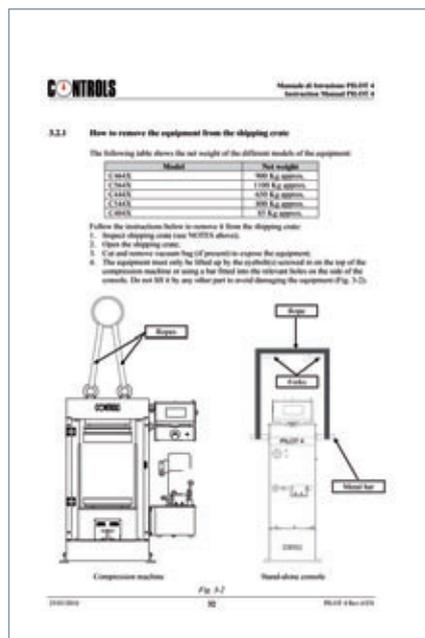


Fig. 2: Safety instructions for the movement and installation of a testing machine

which places particular importance on the analysis of risks, the definition of safety features and the product documentation. Over the last few years the instruction manual has become a very important part of the machine in legal terms, becoming an integral part of the product which not only describes the machine, but also the entire pre and post sales service of the manufacturer. It is also clear that only users suitably trained should be allowed to use the apparatus. To this aim, it is necessary that the information and instructions furnished by the manufacturer be made obligatory available for the laboratory technicians.

The evaluation of risks becomes the starting point for correct designs and management of health and safety in the work place, as well as the performance of the machine itself.

Conformity of products to machine directive 2006/42/CE guarantees that the producer has acted in this sense and assumes the responsibility deriving from the safety measures adopted.

Products developed without considering these aspects do not have a long future in today's market place, which is ever more orientated not only to the quality of the product but also its safety.

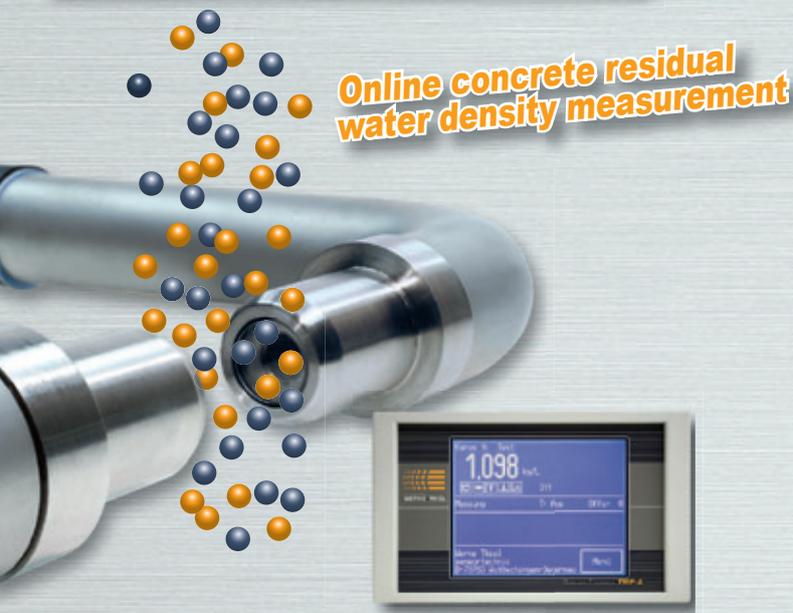
It is evident that a correctly prepared instruction manual not only fulfils a legal obligation but also gives an added value to the client.

## FURTHER INFORMATION

# CONTROLS

Controls S.R.L.  
Via Aosta, 6  
20063 Cernusco s/N. (MI), Italy  
T +39 029 21841  
F +39 029 2103333  
[controls@controls.it](mailto:controls@controls.it)  
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