

Comprehensive Services Suite

The table below highlights the various service plans that we offer. At Posiflex, you can be ensured that you are working for a team who is equally passionate about your business and our product.

Service	Description	Benefits
Warranty Plans	3 years depot repair service (printers 2 years) at no additional cost, depot warranty coverage for years 4 & 5 optional. Includes technical support, lab diagnostics, parts, repair labor, testing and return shipping	Reduce downtime risk, expensive repair costs and leverage Posiflex's repair expertise.
Advance Exchange	A "spare-in-the-air" swap program to provide a next business day terminal replacement.	Limited downtime leveraging Posiflex IT resources.
OnSite Service	Utilize an onsite technician to install equipment and handle all aspects of our Advanced Exchanged service.	Expand your reach and reduce onsite costs.
Installation Services	Let experts stage and install your equipment at individual locations or on a nationwide POS roll out.	Reduce staging costs and rollout timeline.
Post Warranty Support	We guarantee spare parts availability for at least 3 years after end of life. We also offer a flat rate post warranty repair program that includes cleaning, return shipping and a 90 day whole unit warranty.	Standardize expenses and use Manufacturer's technical expertise
Regional Depots	Currently in the United States (West and East Coast Regions) and Canada.	Expedite repair times and eliminate customs charges.

For more information **888.968.1668**



About Posiflex

Posiflex has four primary objectives - provide revolutionary technology, reliable quality, reasonable pricing and recognized service. As a 25 year design and manufacturer of Point-of-Service (POS) and industrial touch terminals, Posiflex has over 30 patents awarded for innovative design as a pioneer, and leader. In partnership with software application companies, Posiflex's products are sold worldwide through VARS and distributors to various vertical industries. Posiflex's comprehensive suite comprises of a wide range of peripherals, terminals ranging from small footprint electronic cash register replacements, to POS terminals, to robust back office file servers in our two ISO 9001/9002/ 14001 certified facilities.



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Posiflex Professional Services Solutions

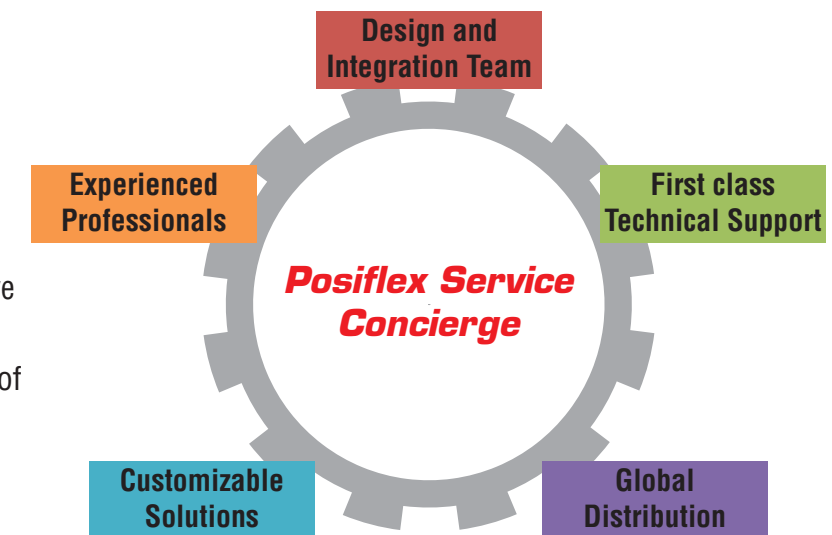
SPEED | RELIABILITY | ENERGY SAVINGS



Introducing a comprehensive suite of solutions to empower your business

Obtain expert assistance to diagnose a hardware issue and prevent unnecessary RMA submissions. Our talented support technicians ensure you always have complete thorough troubleshooting at your disposal

We understand your business and what drives it. Our philosophy is to provide revolutionary technology, reliable quality, reasonable pricing and recognized service in touch screen technology and Point-of-Service. Our mission is to provide you with a suite of excellent service offerings that enhance your customers' interactions with you and improve their overall experience, while reducing your total IT costs. Our diverse and extensive experience, coupled with a staff of seasoned professionals, provides your business with a service concierge that thoroughly understands your business needs. By giving you the competitive edge, we can transform your business results.



Our Product Development Team works closely with ISV partners to certify applications on various hardware models and peripherals, the creation and maintenance of custom images, and handling any OEM design requests.

Empowering Your Business

Having reliable hardware is just half the battle won. At Posiflex, we want to ensure you complement your hardware longevity with our comprehensive service offerings to ensure your business operations are always optimized and operating at maximum uptime.

Professional Services Team - dedicated to working with you

Integrate and deploy your equipment at individual locations of a nationwide POS roll out

Support your hardware investment with expert maintenance, updates and repairs to protect your total cost of ownership. Our talented Support Technicians ensure complete troubleshooting diagnostics at your disposal. Our Product Development team works closely with your chosen software partner to ensure certifications are current on your hardware and is also able to handle OEM design requests.

Simplify your business with a single accessible point of contact for your professional services needs.

Improve customer satisfaction through maximum uptime performance of your hardware equipment

Services to Cover Your Every Need

Warranty Plans 3 years depot repair service (printers 2 years) at no additional cost, depot warranty coverage for years 4 & 5 optional. Includes technical support, lab diagnostics, parts, repair labor, testing and return shipping.

Advanced Exchange A “spare-in-the-air” swap program to provide next business day terminal replacement

Onsite Service Utilize an onsite technician to install equipment and handle all aspects of our Advance Exchange service

Installation Services Let experts stage and install your equipment at individual locations or on a nationwide roll out.

Post Warranty Support We guarantee spare parts availability for at least 3 years after end of life. We also offer a flat rate post warranty repair program that includes cleaning, return shipping and a 90 day whole unit warranty.

Regional Depots In the United States (West and East Coast Regions) and Canada

*We empower
your business
to work the way
it should.*

*Comprehensive
Services Suite
ensures maximum
system uptime.*

The Services to Enhance Your Business Performance

Engage in Posiflex services today and realize how it can propel your business forward. Having trustworthy, dedicated service is the backbone to a successful business infrastructure, which delivers a lower total cost of ownership for your business. Be committed to your business and customers through our Posiflex service offerings.

No matter what industry you are in, you stand to enjoy the benefits of our services solution though:

- Maximum Uptime
- Increased efficiency
- Enhanced customer interaction
- Reduced total cost of ownership
- Lower cost of repairs when leveraging on Posiflex expertise
- Expand your operational reach and reduce onsite costs
- Reduce staging costs and expedite rollout timeline
- Standardize repair expenses and use manufacturer’s technical expertise
- Expedite repair times with the repair depot close to you
- Guarantee of proper components

The right expertise for your peace of mind

- Backed with industry experience and technical know-how, trust our team to help you:
- Evaluate and analyze your current business operations
- Identify areas of improvement to optimize your hardware
- Suggest process improvements
- Identify the right hardware to achieve your business goals
- Train your employees to use and maintain the hardware
- Manage projects efficiently through a single point of contact



*Enhance your
business
infrastructure
performance.*

*Let Posiflex
be your partner
and help propel
your business.*