

Services Solutions Guide



KEY SERVICES

- **Warranty Plans**
3 years depot repair service* at no additional cost, depot warranty coverage for years 4 & 5 optional. Includes technical support, lab diagnostics, parts, repair labor, testing and return shipping.
- **Advance Exchange**
A "spare-in-the-air" swap program that provides 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 Coast Region) and Canada
- **Canopy Remote Monitoring**
Transform your Posiflex hardware into IoT-enabled "smart" devices to track health and obtain vital stats of your equipment.

* PP9000 printer - 4 years; PP7600 printer - 2 years

Dedicated To Working With You

We understand your business and what drives it. 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.

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.

Comprehensive Services Suite

Service	Description	Benefits
Warranty Plans	3 years depot repair service (PP9000 printer - 4 years; PP7600 printer - 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 expensive repair costs and leverage Posiflex's service and 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 Advance Exchange 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 Coast Region) and Canada.	Expedite repair times and eliminate customs charges.
Canopy Remote Monitoring	Transform your Posiflex hardware into a network of IoT-enabled devices that you can monitor from a remote web portal.	Track health and obtain vital stats of your equipment.

** The service information and specifications are subject to change without prior notice.

We Empower Your Business to Work the Way It Should

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.

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.



For more information, call: **1.888.968.1668**

Or, visit us at: **www.PosiflexUSA.com**

POSIFLEX™

Posiflex Business Machines, Inc.

30689 Huntwood Ave. Hayward, CA 94544 | P: 888-968-1668 | F: 510-475-0982 | sales.department@posiflexusa.com | www.posiflexusa.com