



COMPLETE CUSTOMER SERVICES

PEAK FIELD PERFORMANCE ...

... LOWEST TOTAL COST OF OWNERSHIP

KIOSK INFORMATION SYSTEMS COMPLETE CUSTOMER SERVICES
CALL TOLL FREE: 1.800.509.5471 OR VISIT US ONLINE AT WWW.KIOSK.COM

MAXIMIZING FIELD PERFORMANCE AND MINIMIZING TOTAL COST

of kiosk ownership are the dual objectives of a KIOSK Service Plan Consultation. As the World Leader in Kiosk Design and Manufacturing, KIOSK has a comprehensive menu of support, warranty, installation, and field service options to match the service and budget objectives unique to your company.

With nearly 100,000 successful kiosk deployments in the field, KIOSK can guide you through some simple planning stages and options, providing recommendations that make the most sense for your application.



KEY ELEMENTS TO CONSIDER INCLUDE:

1 **Placement Site Survey:**

KIOSK routinely performs customer site surveys, providing a methodical review of 80+ considerations tied to accessibility / site condition review, utility readiness, location logistics, and site success potential. A full survey report is delivered, and serves as an efficient and comprehensive checklist to ensure all your installation groundwork is in place. Thorough site review and preparation are essential planning steps to ensure single-visit installation and eliminate false start expenses.

2 **Installation:**

KIOSK installation service is frequently paired with site survey to guarantee the most efficient and cost effective deployment start-up. Deliverables include:

- Final review of site readiness
- Post-shipment equipment inspection, unpacking / disposal of materials
- Placement, power & data connection, and floor / wall mounting service
- Component level testing and diagnostics
- Local training and equipment overview

Leveraging KIOSK's installation expertise reduces both cost and risk factors - ultimately simplifying the starting point of your deployment.

3 **Parts Warranty:**

● **12-Month Standard Warranty and Support**

All KIOSK terminals and integrated components are warranted for a minimum of 12 months from manufacturing completion. In addition, each purchase comes with:

- Phone support 12 hours / day, Monday - Friday
- Return to factory repair and component replacement services

● **Extended Three Year Warranty**

Prior to shipment, you have the option to boost your warranty coverage to a full 36-month window. In addition to three years of unlimited phone support and no-charge replacement parts, extended warranty provides the added benefit of inbound and outbound shipping expense coverage by KIOSK.

While KIOSK utilizes only the highest quality components in our equipment, extended warranty is an option we encourage our customers to include in their deployment. It provides an added level of field coverage, and ultimately lowers total cost of ownership.

4 **Field Service Contract Options:**

While KIOSK's expert Customer Service Professionals resolve over 80% of field service questions with a simple phone call, there are occasions when Field Service Technicians are needed. With a network of 3500+ qualified technicians, KIOSK has a proven track record of supporting even the most "mission-critical" nationwide deployments.

There are two field service options that insure a tech is on-site when and where you need them. Both plans are available in one or three year increments, and automatically come bundled with matching term parts warranty.

The plans are designed to provide single-visit resolution, meaning the Field Technician arrives on site with a replacement part in-hand. KIOSK manages this logistics staging as a same-day priority, eliminating the interruption of two visits. The two contract options that have proven to be the most effective are:

- **Same-day Diagnostics, 24-hour Technician Response (Monday - Friday)**

A KIOSK Factory Service Representative provides same-day customer phone support and starts issue diagnostics. If replacement parts are needed, overnight air shipment from KIOSK factory stock is put into motion. KIOSK always utilizes the best overnight shipping delivery available for the defined location – FedEx Priority Overnight or UPS Next Day Air. The KIOSK Field Technician typically arrives within 24 hours of the call (as supported by the overnight delivery parameters for the defined region), with the replacement part in-hand to complete the repair.

- **Same-day Diagnostics, 24-hour Technician Response (7 days / week)**

This plan provides access to same-day diagnostic response from a KIOSK Factory Service Representative, Monday through Sunday. If needed, a KIOSK Field Technician and parts may be scheduled on the weekends. Custom quotes for 7-day coverage option contain premium rates for weekend dispatch of parts or technician services.

5 **Hourly Field Service:**

Hourly On-site Field Services are available on an "as need basis" providing an alternative to contracted yearly service. Services are available for standard troubleshooting, system level component de-bug, operation system software, hardware drivers, and calibration. This service level requires customer coordination of parts availability (and post-warranty purchase).

Service and warranty price quotes, as well as detailed terms and conditions, are available from your KIOSK Sales Representative.

Please call 1.800.509.5471 or email sales@kiosk.com.



AT&T Retail Store Service Contract
- 24/7 response, 4-hour dispatch
Extremely stringent SLA on nationwide deployment

"The Army Recreation Machine Program (ARMP) has utilized KIOSK Field Services for some very custom and sophisticated equipment installations over the past 3 years. In every deployment, they have provided seamless site preparation, installation, and ongoing customer service."

Jon Wold, Operations Officer
US Army Recreation Machine Program



KIOSK QUICK INFO

- **Founded in 1993 and headquartered in Louisville, Colorado, KIOSK Information Systems designs, manufactures, delivers and supports self-service kiosks.**
- **KIOSK is the largest producer of kiosks in North America.**
- **KIOSK provides design and manufacturing of both custom and standard model kiosks with successful deployments in virtually every self-service vertical market.**



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