



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.



THERE ARE THREE BASIC ELEMENTS TO CONSIDER:

1 Which Warranty is Best For Me?

● 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.

Although KIOSK utilizes only the highest quality components in our equipment, extended warranty is an option we encourage our customers to purchase. It provides an added level of field insurance at a very reasonable price point, and ultimately lowers total cost of ownership.

2 What are my 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 access to literally thousands of qualified Field Technicians, KIOSK's response capability is unrivaled in the industry. There are four field service options to choose to ensure a tech is on-site when and where you need them:

● 24/7 Phone Support, Four Hour Field Repair*

For kiosk applications that are particularly "mission critical," KIOSK has a 24/7 Access Option to our service team for phone support and repair technician dispatch. Further, we can develop an appropriate customer field spare component stock plan, necessary to execute on this stringent service plan. With this option, customers can expect a technician to arrive within four hours with customer provided replacement components on-site.

** Requires pre-arrangement of customer purchased spare components, and a pre-review of included install sites.*

- **24/7 Phone Support, Four Hour Field Diagnostic**

In instances where customers elect not to take on field spares logistics, this service level ensures a 24/7 access option to our service team for phone support and technician dispatch. In this service plan, a technician would arrive within four hours to troubleshoot and diagnose field issues. A follow-on repair call is made when components are made available at the deployment site.

- **24 Hour Response Time**

Provides a dispatched technician to your site (normal business hours) within 24 hours of initial request. Pre-arrangement of replacement parts for the technician visit is required.

Coverage periods of warranty and field service contracts are matched for ease of logistics. For example, a three-year field service plan would be coupled with three-year warranty.

- **Charge Per Hour**

Hourly on-site field services are available on an "as-need-basis" as 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).

3 What About Installation?

KIOSK's expert Field Services Team can provide completely turnkey site survey, site preparation, and installation services for your deployment needs. As the largest kiosk manufacturer in North America, we're uniquely qualified to execute even the most complex and aggressive installation schedules. In addition, we've trained hundreds of customers who prefer to take the lead in their installation efforts. Hourly training quotes are available for KIOSK experts to train your staff.

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.**



ADDRESS: 346 SOUTH ARTHUR AVENUE • LOUISVILLE, CO 80027
PHONE: 303.466.5471 • TOLL-FREE: **1.800.509.5471**
FAX: 303.466.6730 • EMAIL: SALES@KIOSK.COM • WEB: **WWW.KIOSK.COM**