



Service<sup>4</sup>You



## Service4You – WARRANTY HANDLING +

Reduce costs & simplify processes through flexible, scalable services

Lean processes and easy handling from the beginning. ICS provide centralised repair services for your hardware – irrespective of manufacturer or company location. Thanks to our Repair and Service Center we ensure optimum support in the event of repair.

Take advantage of our extended service offers and safe costs by sending in repairs to only one central shipping address – regardless of manufacturer. ICS take care of the full RMA process for you. We provide full handling of units with a manufacturer's warranty or devices with manufacturer's basic service packages.

Furthermore, we analyse the defects and initiate repair. Back-ups and provided data images ensure a prompt operability of your device after repair. Benefit from lean processes and easy procedures.

With Service4You you will receive an easy and safe solution at all your company locations in order to secure your critical company processes. Select a service level that suits your needs – subject to a valid Manufacturer's Service Agreement.

Service4You – More Service for More Security.

# SIMPLE HANDLING THROUGH MORE SERVICE

With ICS Service4You Warranty Handling+ you can extend your existing manufacturer's service agreement and you will receive even more benefits and services. ICS provide centralised repair services for your hardware – including mobile data entry devices (MDE), printers or Tablet PC's. We supply you with a central shipping address for damaged hardware which will save you costs and will guarantee

a smooth service process.

Our trained employees will do an error analysis, verify the warranty of the unit and communicate with the manufacturer. Upon request, we backup your data or keep your data image on our servers for reconfiguration in case of repair. After the manufacturer has returned the unit we guarantee prompt operational readiness of your device.

## Services for Device Classes



Mobile Terminals



Forklift Terminals & Industrial Tablet PC's



Label Printers

## Benefits

- + Central collection point for damaged units
- + Manufacturer-independent handling
- + Relief of your company structures
- + Fast identification of errors due to pre-analysis
- + RMA handling directly with the manufacturer through trained ICS employees
- + Final checking of the device in order to guarantee readiness for operation

## Service4You – Warranty Handling +

	Smart	Komfort	Premium
Central collection point at ICS Repair Center	●	●	●
Unpacking and analysis of unit	●	●	●
Generation of backup and verification		●	
RMA request and examination of service level	●	●	●
Shipping and handling of repair	●	●	●
Backup restore		●	
Final checking of unit	●	●	●
Installation of basic data image and configuration			●
Semi-annual update of data image			●

These services contain solely the above mentioned benefits. The standard shipping fee within Germany is included. Costs for sending in damaged devices are carried by the customer.

Requirements: A manufacturer's warranty or manufacturer's service agreement covering repair costs exists for the unit being sent in. | Required login information (i.e. for manufacturer portals) will be provided to ICS free of charge, if needed. | For creating a backup, the device memory must be readable without errors. Furthermore, a backup function must be available in the system of the unit. | In case of memory damage, the backup process cannot be guaranteed. | The customer delivers a functional data image and is responsible for the content of the image as well as the required licenses.

The ICS Group looks forward to speaking with you!

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