

Dematic Hardware Support Services

RF DEVICE SERVICES	TIER 1	TIER 2
3-YEAR TERM	✓	✓
PHONE SUPPORT	✓	✓
HARDWARE REPAIR SERVICES <ul style="list-style-type: none">• COVERS WEAR, TEAR, & ACCIDENTAL DAMAGE• FIVE BUSINESS DAY TURNAROUND• END USER DEALS DIRECT WITH AUTHORISED REPAIRERS• CONFIGURATION SERVICE MUST MEET MINIMUM REQUIREMENTS	✓	
EXPRESS EXCHANGE REPAIR SERVICES <ul style="list-style-type: none">• COVERS WEAR, TEAR, & ACCIDENTAL DAMAGE• SAME / NEXT-DAY TURNAROUND• ADVANCE SHIPMENT WHEN PROOF OF POSTAGE FOR FAULTY EQUIPMENT IS PROVIDED• DEMATIC IS THE SINGLE POINT OF CONTACT FOR ALL REPAIRS• DEMATIC MANAGES MULTI-VENDOR REPAIRS• EQUIPMENT RETURNED CONFIGURED & READY FOR USE		✓

Dematic Hardware Support Services

Handsets and devices repaired or replaced without fuss

Until equipment stops working properly, we don't fully appreciate its value. So if something does break, you need it back up and running fast, without any hassles.



24/7 HOTLINE SUPPORT - 365 DAYS A YEAR

- AUSTRALIA: 1800 026 529
- NEW ZEALAND: 0800 226 529

Service Description

Shift after shift your mobile devices keep your business running. Yet even the most robust devices can fail during normal operation, and at times accidental damage may occur. When equipment is in need of repair it is reassuring to know that you are covered. A hardware support plan from Dematic gives you the peace of mind that your equipment will be repaired and returned quickly.

Dematic can provide either the standard manufacturer repair service for your hardware, with 24/7 hotline support, or a more comprehensive service such as the Dematic Express Exchange program.

Under the Express Exchange program Dematic maintains a pool of fully configured, ready to deploy terminals on your behalf that can be exchanged straight away for a faulty unit. You are guaranteed the fastest possible turnaround time so you are back up and running - fast.

The repair of faulty equipment is only the first step in the repair process. Repaired equipment needs to be configured so when it is returned to site, it is ready to be deployed and used again. Dematic can provide configuration services as part of your hardware support contract, meaning that your repaired terminal arrives at your facility ready to go.

To report a hardware fault contact the Dematic Contact Centre. The Dematic Contact Centre will create and assign your incident to the RTL Service Desk who will contact you via phone within 30 minutes.

Tier 1 - Manufacturer Repair

Tier 1 hardware support offers Dematic's 24/7 hotline support the manufacturer's repair program, inclusions and service levels.

Tier 2 - Express Exchange

Tier 2 support for your devices gives you all the benefits of our hotline support and full configuration services, but in addition, it includes Dematic's Express Exchange program, giving you the fastest possible response time. Any device that develops a fault can be exchanged straight away with a device held by us, which is fully configured and ready to go. And while you are using your replacement device, we arrange repair of the faulty equipment.

