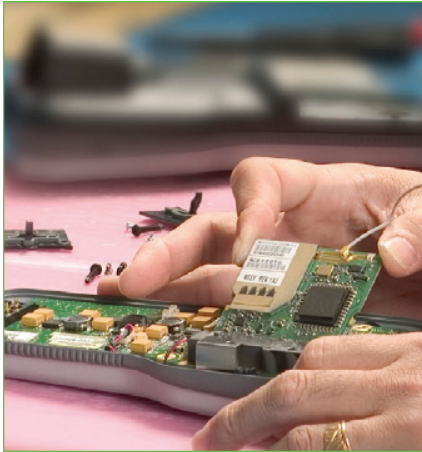




# Depot Repair Service

Nationwide service options and response times



## Business Benefits

- **Lowers overall cost of ownership**
- **Keeps mission-critical equipment operating at peak levels**
- **Minimizes business disruption caused by equipment failures**
- **Increases productivity**

## Nationwide, Multi-Vendor Depot Service & Support

For over 35 years, Peak-Ryzex has been a leader in providing mobile computer, barcode scanner and printer depot repairs. With state-of-the-art depot repair centers in the US, Canada and Europe, our highly trained staff provide cost-effective and timely services for delivering quality repairs. Peak-Ryzex also manages the manufacturers' depot repair process, making it easy to have multi-manufacturer support under a single contract.

## Legacy Equipment Support

The manufacturer of your mission-critical equipment may no longer support, repair or provide replacements, but your business may not be ready to upgrade. Peak-Ryzex will be there to support your legacy equipment, allowing you to keep operations running until you decide it is best to upgrade.

## Types of Equipment Supported by the Depot

Mobile Computers	Linear Imagers	Wireless Access Points
Ruggedized Tablets	Wearable Scanners	Mobile Printers
Portable Data Terminals	Fixed Position Scanners	Desktop Printers
Laser Scanners	Dot Matrix Printers	Thermal Printers
Handheld Computers	Pen Wands/Computers	Vehicle Mounted Terminals
CCD Scanners	Magnetic Card Readers	Card Printers

## Manufacturers Supported

### Mobile & Data Collection devices:

Datalogic	HHP/Welch Allyn	Honeywell
Motorola/Symbol	LXE	PSC
Psion Teklogix	Samsung	Zebra Technologies

### Printers:

Datamax-O'Neil	Epson	Eltron
Honeywell	Sato	Printronix
Printek	TSC	Zebra Technologies

**1-800-PEAK-FIX**

Our customer call center is available 24 hours a day, 7 days a week for customer service requests

**To place a service call:**

- ☎ 1-800-PEAK-FIX (1-800-732-5349)
- ✉ service@peak-ryzex.com



**Rugged Tablets:**

Bluebird	DAP Technologies	DT Research
Glacier	Mobile Demand	Samsung
Panasonic	Xplore Technologies	

**Advanced Exchange/Spares Management**

The Advanced Exchange/Spares Management Program offers maximum protection from downtime. Peak-Ryzex manages your installed equipment base using a customer-owned spares pool, which is maintained by Peak-Ryzex. Whenever needed, pre-configured replacement units are shipped to your facility overnight. Simply return the failed unit to the depot center, and it will be repaired and placed into the available spares pool inventory.

**Application, Load and Configuration Option**

Application and configuration loading services include archiving the latest version of your application at the time of repair, and reloading it when the repair is complete. Your devices arrive at sites fully configured, loaded, and set properly.

**Depot Response Time Options**

Peak-Ryzex offers many extended service options to meet uptime and service requirements. Our contract options include:

- One-day turn-around time
- Three-day turn-around time
- Five-day turn-around time

**Manage Mobility Service**

For customers seeking a comprehensive approach to managing mobile devices and printers, Peak-Ryzex's Manage Mobility features a complete suite of services to support the ongoing mobile deployment. These services include help desk, mobility deployment services and device depot services. The Help Desk has an experienced technical support team providing Tier 2 & Tier 3 telephone support for hardware, application, operating system, connectivity support requests and can leverage mobile device management (MDM) tools to manage, diagnose and support devices in the field.



**Peak-Ryzex PRISM Web Based Service Call Management**

PRISM is a password-protected, service portal now empowering customers to manage many service functions online, including:

- Placing service orders
- Monitoring call status
- Viewing service call history

