

# MAINTENANCE OPTIONS



# It pays to plan ahead

Our commitment does not end when the product has been sold and delivered. For us it starts when you give us the confidence of being your supplier. SUZOHAPP put great emphasis on technical after-sales service with our maintenance cover to give you technical support - whenever you need it.

In no time at all, your new solution is up and running, & doing everything it said in the brochure - and hopefully much more. Very soon you'll wonder how you managed without it. The trick now, of course, is to make sure it continues to deliver those benefits that persuaded you to buy it in the first place. Fortunately, there's no secret. Regular servicing is the best way to ensure it keeps performing properly for years to come.

## Forward planning with a service contract

With all the benefits and improvements a new SCAN COIN and CashComplete™ machine brings, and the reassurance of a 12-months warranty, it is easy to forget about servicing – at least, that is, until it's too late. Warranties only cover manufacturing faults. They don't protect you from the inevitable wear and tear of day-to-day operation that can gradually affect performance and, if ignored, lead to costly breakdowns. That's why we always offer a maintenance contract with a new machine - forward planning can ultimately save money.

A maintenance contract is much more than a piece of paper; it's peace of mind. Our comprehensive service contracts include parts and labour, and the only exceptions are components that are expected to wear, such as belts.

## Substantial discount

The 12-month warranty that comes with every SCAN COIN and CashComplete™ machine covers manufacturing faults but does not include routine servicing. To encourage customers to consider servicing issues at the outset we offer a substantial discount for a maintenance contract if this is taken out when the machine is purchased. This preferential rate acknowledges the reduced risk and lower costs incurred by SUZOHAPP during the first 12-months but it still includes routine servicing to ensure optimum performance.



In addition to the field service team, SUZOHAPP have a team of technical support staff for both hardware and software



## At the heart of customer support

The first point of contact is invariably the Call Centre. An experienced team of service co-ordinators is in constant touch with our field engineers. They receive the calls, schedule the work, dispatch engineers within the contractually agreed response time and monitor progress.

- ▶ Dedicated service co-ordinators
- ▶ Monitor progress
- ▶ Highly experienced team
- ▶ Monitoring for maximum uptime

# Tailored solutions



Flexibility is essential as machines, site conditions and customers' needs can vary. We draft individual contracts to provide the required 'response time' and 'hours of cover'.

Benefit from preventative maintenance visits to ensure your machine is working at it's best to reduce the likelihood of any faults



## Working In Partnership

Our Standard contract response is within 8 working hours of the call being placed. Alternative response times are available to suit individual requirements. For some customers the critical nature of their business may demand a dedicated service engineer available 24 hours a day, 7 days a week throughout the year.

## Here to help

SUZHAPP's high competence and long experience within the cash management field is unique. Technical support of complex cash handling equipment demands specific knowledge to guarantee highest reliability. Our team of service engineers includes regional specialists who have in-depth knowledge and experience of particular machines and systems, something that is kept up to date by on-going training and regular courses.

## Staying ahead

Training is crucial in service. It ensures engineers are conversant with the latest machines and best practice for looking after them. SUZHAPP's Technical Support department runs regular courses for the company's service engineers – introducing new machines and providing refresher courses on the existing range. It's an on-going process that involve both our own engineers and customers' staff where they undertake 'firstline' maintenance.



## Advantages

- ▶ Guaranteed response time
- ▶ All inclusive cover for parts and labour
- ▶ Preventative maintenance
- ▶ Tailored support options
- ▶ Highly trained engineers
- ▶ Peace of mind
- ▶ National coverage

# Service Management

Instant access to information is essential for effective service support. All service activity is planned, monitored and controlled using a dedicated service management system.

## Constantly improving

Our service management system has the terms and details for each machine and a record of modifications. To make the most efficient use of resources it constantly monitors the availability of field engineers and allocates tasks accordingly. It also maintains statistics on all service activity, which enables us to improve our performance.

## Modular designs

Modular components and drop-in units used in SCAN COIN and CashComplete™ machines improve efficiency in product assembly and servicing. The management system plays a key role in helping to handle swaps and exchange units by tracking individual serial numbers to maintain a detailed history of a component as well as the complete machine.

## Complete service history

The system maintains a complete service history on every machine. This includes a record of all work carried out and important operational data that can help engineers in the field to diagnose faults quickly. Using this information, they can also anticipate potential problems at an early stage and take appropriate action to avoid breakdowns in the future.



Contract options	Details
Standard Cover	Standard service cover is from 8:30am to 5pm daily. Monday to Friday with 8 working hour response time.
Extended Hours	Tailored to your requirements, we can offer service cover extended by a few hours per day, or cover weekends and bank holidays or even 24/7 support.
Fast Response	Fast response can be arranged with a 4 hour on-site response time for those running critical sites.
Dedicated support	Where sites have large systems or complex installations, dedicated site engineers can be provided to ensure support is on site whenever needed.



**SCAN COIN**

CashComplete™