



National Depot Repair Center

- **Mail-in, Standard and Premium Repair Services**
- **Factory Trained and Authorized Technicians**
- **State-of-the-Art Test Equipment & Trouble Shooting Procedures**
- **Manufacturer-authorized Warranty and Contract-based Repairs**
- **Extensive Parts Inventory**

PEAK Technologies is one of North America's largest independent maintenance organizations with an expertise in Auto ID technologies and Forms Handling Equipment. PEAK is also the largest independent service organization in North America specializing in the repair of most major brands of laser, matrix and thermal printers, as well as barcode and Auto ID products.



The PEAK National Depot Repair Center in Atlanta, GA, has unparalleled expertise in delivering quality repairs, with programs that meet each customer's specific business requirements. Our highly trained staff provides quality, cost-effective and timely services for a comprehensive variety of products. Our focus on desktop printers, Radio Frequency and Auto Identification systems strongly complements our on-site support capacity.

Types of Equipment Supported by the Depot:

- Barcode Scanners
- Mobile Printers
- Cradles
- Wearable Scanners
- Portable Printers
- Thermal Printers
- CCD Scanners
- Laser Scanners
- Linear Imagers
- Wyse Terminals
- Decoders
- Barcode Readers
- Vehicle Mount Terminals
- Portable Data Terminals
- Fixed Position Scanners
- Hand Held Computers
- Pocket PC Handhelds
- Key-based Computers
- Wireless Access Points
- Dot Matrix Printers
- Desktop Printers
- Pen Wands / Computers
- Magnetic Card Readers
- Wearable Scanners

Manufacturers Supported Data Collection Devices

- Symbol Technologies
- Photographic Sciences Corp. (PSC)
- Intermec
- Telxon
- HHP/ Welch Allyn
- Microscan
- United Barcode Industries (UBI)
- Norand
- LXE

Printers

- AMT Datasouth
- Intermec
- Datamax
- Zebra Technologies
- Zebra and Printronix boards
- Printronix (thermals only)
- Printek
- Sato
- Eltron
- Epson

Computer Terminals

- Wyse

Standard Depot Maintenance Agreement

The Standard Depot Maintenance Agreement includes all parts and labor for remedial repairs by factory trained technicians.

- 3 Day Turnaround
- 5 Day Turnaround

Spares Management - Next Day Replacement

The Spares Management Program offers maximum protection from downtime. PEAK manages a customer's installed equipment base using a customer-owned spares pool, which is maintained at the PEAK Depot facility. Whenever needed, pre-configured replacement units are shipped to your facility overnight. The customer then returns the failed unit to the depot center, where it is repaired and placed into the available spares pool inventory.



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Expedited Repair

Available to contract and non-contract customers, PEAK will expedite any repair for a flat fee per unit. The Expedite fee improves repair turnaround to two days.

What is covered in a standard Depot agreement?

PEAK provides the following services to equipment covered by a Depot contract:

- Inspect, diagnose and record product failures.
- Restore products to factory specs via repair or replacement of parts or unit, as appropriate.
- Perform repairs using certified parts.
- Apply manufacturer-defined product updates.
- Repair external plastics, including keypads, triggers, and other external components and internal components, including circuit board repair and display replacement.
- Guarantee units will perform within specified operational and environmental parameters for 30 days from date of return shipment.
- Provide Telephone Technical Support on covered products.
- Pay for shipping repair back to Customer (Customer pays for shipping to Depot).

Time & Material (T&M)

We also provide depot repair services on a per-incident basis (billed as a time and materials call) for application-flexible customers who still prefer the excellent service and support capabilities of the National Depot Center.

Custom Offerings

PEAK recognizes that every organization's service requirements are unique. That's why we can customize our offerings to meet our customers' business needs.

PEAK ServiceTRAC Web-based Service Call Management

PEAK's web-based service call program option allows customers to centrally manage service calls for any location. At the PEAK ServiceTRAC website, customers can:

- Place Service Orders
- Monitor Call Status
- View Service Call History
- Escalate Service Call to PEAK Management
- Manage Multiple Locations from a Central Location
- Establish Multiple, Password Protected User Accounts

Application and Configuration Loading

Application and configuration loading services include archiving the latest version of the customer's application at the time of repair and reloading it when the repair is complete. Additional charges may apply.

Manufacturer Certified

PEAK is certified to service most major brands of printers, barcode/Auto ID products, Radio Frequency (RF) products, forms handling equipment and POS printers. As a certified depot repair center, PEAK's technical staff have direct access to the manufacturers' technical and engineering support to resolve any complex technical issues quickly. PEAK also has direct access to the manufacturers' manuals, latest product and upgrade information and ability to purchase genuine manufacturer parts.



Corporate Headquarters
 PEAK Technologies, Inc.
 9200 Berger Road
 Columbia, Maryland 21046 USA
 Tel: 800-950-6372 Option 1
 Fax: 410-309-6219
 E-mail: info@peaktech.com
 www.peaktech.com

To place a Service Call
1-800-PEAK-FIX (800-732-5349)
service@peaktech.com

National Depot Repair Center
 4000 DeKalb Technology Parkway
 Suite 550
 Atlanta, GA 30340

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