



PREVENTIVE HARDWARE MAINTENANCE

PCS Customer Services

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- Preventive annual inspection of your INTUS installation
 - Periodic certification of your INTUS installation
 - Timely replacement of expendable parts such as single-use or rechargeable batteries and flash memory
 - High system availability combined with maximum safety
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Time for security.



The reliable operation of security-critical systems requires regular checks and maintenance of the deployed equipment.

Terminals are powered by single-use and/or rechargeable batteries with a limited lifetime, membrane keyboards may wear out prematurely depending on the usage, and the brightness of LCD displays decreases depending on the ambient temperatures or installation site.

Hardware Maintenance Preventive

With preventive maintenance, we offer a solution for high system availability. As part of preventive maintenance, PCS specialists check your entire hardware installation for time recording and access control once a year. PCS documents the inspection and acceptance with an annual test seal and a test report.

With preventive maintenance, you can be sure that replacement and wear parts are exchanged for new parts in good time and you can therefore expect a long service life for your devices.

The contract includes the costs for:

- Travel to and from the site, travel expenses, other expenses
- Working time for preventive maintenance
- Replacement of wear parts as required, e.g. batteries, rechargeable batteries, keyboards (for details see Appendix C of the maintenance contract).

Not included are:

- Installation, modification, troubleshooting etc. in the operating system, software and drivers
- Updates and upgrades of the software Service and support outside the usual PCS service hours
- Changes to the system or configuration
- The elimination of faults and damage caused by the customer or third parties, in particular through improper handling of the system, e.g. through operating errors, gross negligence, intent, or non-compliance with the PCS installation guidelines and specifications

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INTUS hardware replacement parts include

For time recording terminals

SD card | battery | power supply unit | PoE injector | keypad | relay board

For Access Control Managers

SD / CF card | battery | power supply unit | PoE injector | replaceable battery | relay board

Access readers

Battery | power supply unit | keypad | interface | DI/DO board

For offline components

Battery (indoor version) | battery (outdoor version) | seal

Note on the extended Premium Maintenance Contract

This combines the preventive maintenance and repair maintenance contracts. It thus covers preventive maintenance and repair.



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