



# SERVICE & REPAIR CONTRACTS

## Services

- 
- Hardware maintenance bring-in service
  - Standard on-site repair
  - Premium on-site repair
  - Replacement of defective parts
  - Response within 48 hours
  - Service and support services
- 

*Time for security.*



Many PCS devices are in use for 15 years or more with our customers. Further to the undisputed quality of our products, our ambition is to ensure their maintainability even after 15 years of use. PCS recommends preventive maintenance as a critical enabler of trouble-free operation. Wear parts such as membrane keyboards will be replaced as necessary, single-use/rechargeable batteries and storage media in due time.

Regular updates of devices and software are an important prerequisite for trouble-free operation. PCS offers you different options for the perfect maintenance of your installation.

---

### Bring-in service

Under a bring-in service agreement, the INTUS devices will normally be repaired at our plant in Munich. In the event of a repair, the service & repair contract will cover the costs for:

- repair labor (working time)
- replacement of defective parts

Even if you have concluded a bring-in service agreement, you can of course have urgent repairs performed on your site by our experts. In this case, repair times, travel and accommodation costs will be charged in accordance with our applicable Service Price List.

---

### Standard on-site repair

Under a standard on-site repair contract, the devices will normally be repaired on site at the customer's premises. If considered necessary by PCS on a case by case basis, services may also be performed in-house at our plant in Munich. In the event of a repair, the contract will cover the costs for:

- travel, other expenses
- repair labor (working time)
- replacement of defective parts

**Response time:** Maintenance services will be performed during PCS's standard service hours on site at the customer's premises as far as this is technically possible. PCS will respond within 48 hours during its standard service hours (excluding public holidays in Munich, Germany). The service hours are Monday to Thursday, 8 am to 5 pm, Friday, 8 am to 4 pm.



# SERVICE & REPAIR CONTRACTS



---

### Premium on-site repair

Under a premium on-site repair contract, the devices will normally be repaired on site at the customer's premises. If considered necessary by PCS on a case by case basis, services may also be performed in-house at our plant in Munich. The contract also covers preventive maintenance including a complete annual inspection of the INTUS installation at the customer's premises (see the Preventive Maintenance data sheet). Costs covered include:

- travel, other expenses
- repair labor (working time) and preventive maintenance
- replacement of defective parts
- if required, replacement of expandable parts such as single-use/rechargeable batteries, keyboards (see Maintenance Agreement for details)

**Response time:** Maintenance services will be performed during PCS's standard service hours on site at the customer's premises as far as this is technically possible. PCS will respond within 48 hours during its standard service hours (excluding public holidays in Munich, Germany).

The service hours are: Monday to Thursday, 8 am to 5 pm, Friday, 8 am to 4 pm.

---

### The contract does not include:

- Installation, modification, troubleshooting etc. of operating system, software and drivers
- Software updates and upgrades
- Services and support performed outside of PCS's standard service hours
- Changes to the installation or configuration
- Repair of malfunctions or damage caused by the customer or a third party, in particular due to inappropriate treatment of the system (operating errors, gross negligence or intent etc.) or non-compliance with PCS installation guidelines and specifications
- Preventive hardware inspection and maintenance

---

© 2023-05 PCS Systemtechnik GmbH

PCS, INTUS und DEXICON are registered trademarks of PCS Systemtechnik GmbH.

All other names of products and services are trademarks of the respective companies and organizations.

PCS Systemtechnik GmbH · Pfälzer-Wald-Str. 36 · 81539 Munich, Germany · Tel. +49 89 68004 – 0  
Ruhrallee 311 · 45136 Essen, Germany · Tel. +49 201 89416 – 0  
intus@pcs.com · www.pcs.com

