

WE PROVIDE SERVICES

MultiSystems offers a wide variety of maintenance and professional services options to help you extend your system's uptime. One call can bring a Factory-Certified service technician to your facility fast. Using only manufacturer's certified parts, our technicians will quickly return your equipment to the original specifications and your operations to full productivity.

Our engineers and consultants will further assist in making sure your system is up and running at all times.



PRINTERS

ON-SITE SERVICE

- ✓ Customer on-site technical services
- ✓ Unlimited service calls
- ✓ Monday to Friday 8:30-5:30pm
- ✓ Transportation fees to the customer's facilities
- ✓ All parts, except printheads*
- ✓ Pre-schedule preventive maintenance

DEPOT SERVICE

- ✓ Repair services at MultiSystems facilities
- ✓ Unlimited service calls
- ✓ Monday to Friday 8:30-5:30pm
- ✓ Transportation from and to MultiSystems facilities are customer responsibility
- ✓ All parts, except printheads*



MOBILE DEVICES

COMPREHENSIVE COVERAGE

- ✓ 3 days of turnaround time 'in-house' repair, does not include time in transit
- ✓ Monday to Friday 8:30-5:30pm
- ✓ Return transportation to customer facilities
- ✓ Extends normal wear and tear repair coverage to include accidental breakage of cracked plastics, broken screens, keypads and others

WORRY-FREE SERVICE

- ✓ Application loading and configuration management
- ✓ Customer application commissioning (customer provides software)
- ✓ 3 days of turnaround time 'in-house' repair time, does not include time in transit



WIRELESS

STANDARD SERVICE

- ✓ Coverage for normal wear & tear
- ✓ 3 days turnaround time 'in-house' repair time, does not include time in transit
- ✓ Transportation from and to MultiSystems facilities are customer responsibility
- ✓ Includes all materials, parts and labor

ON-SITE TROUBLESHOOTING

- ✓ Coverage includes troubleshooting, wireless coverage verification & corrective switch configuration
- ✓ Monday to Friday 8:30-5:30pm
- ✓ Transportation from and to MultiSystems facilities are customer responsibility
- ✓ All parts, except printheads*



CUSTOM SOLUTIONS

CONSULTING & PROGRAMMING

- ✓ Our consultants provide guidance on business process as well as real-world solutions/applications for complex problems.
- ✓ MS handles all of the programming & implementation from start to finish, configuration, documentation & training.
- ✓ We specialize in applications & integrated solutions that let you precisely track goods throughout the manufacturing process and its supply chain.

INSTALLATION & SYSTEMS INTEGRATION

- ✓ Our survey services includes a comprehensive analysis of your current condition and environment to determine your mobility needs, mobile deployment planning, and device support.
- ✓ Installation and integration of equipment to automate processes in the packaging line.

GET IN TOUCH

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