



## **Ideco Repair Centre**

### **A service model based on care!**

#### **Why use our Repair Centre?**

- ✔ Free support to all our Partners as well as customers of our Partners
- ✔ Our world class repair service is conducted by qualified engineers & technicians
- ✔ We offer Fast Track option to ensure your mission critical equipment is given priority
- ✔ In addition to the Fast Track option, all our accredited devices also offer an extended 24 month swap out and extended warranty option to assist you with your devices which are outside their initial 12 month warranty
- ✔ Ideco holds a comprehensive database of all device license information and extended license history to ensure you receive your device back with all required licenses regardless of which parts were swapped
- ✔ Three month warranty on all work done
- ✔ Ideco holds sufficient spares for all devices to drastically reduce repair turnaround
- ✔ We are the only Repair Centre still offering repairs on all discontinued Morpho Access devices
- ✔ Tracking your repairs has never been this easy. Simply visit [www.idecotech.co.za](http://www.idecotech.co.za) to track the progress of you repairs
- ✔ When an Ideco accredited Morpho device is replaced due to BER (Beyond Economical Repair), we will replaces the extended MA licenses at no additional cost
- ✔ We perform a holistic component level diagnostic analysis on all devices sent in for repairs. The analysis includes testing of all input/output terminals as well as firmware and circuitry

#### **FAQ's**

##### **Q 1. When will I get a quote?**

For all non warranty devices it will depend on the option you selected when booking in your reader. You can also use our Repairs Portal to track the progress of your repairs.

##### **Q 2. How long will it take to complete my repairs after acceptance / payment?**

Once you have emailed your PO/ proof of payment to [repairs@ideco.co.za](mailto:repairs@ideco.co.za) we will process your repairs. Depending on spares availability we will have devices ready for collection within one business day or less.

##### **Q 3. When do I Pay?**

Clients without an account can email proof of payment to [repairs@ideco.co.za](mailto:repairs@ideco.co.za) prior to collection; alternatively provide proof of payment at time of collection.

#### **Warranty & Repairs Program**

2 Year Swap out - In order to limit downtime at your site, Ideco offers 2 year swap out on products sold through our official distribution channel. Please talk to our support team and make sure your risk of downtime is covered.