



## >> Repair Overview

*Ryzex repair services  
can reduce your costs  
by increasing the  
return on your existing  
AIDC equipment.*

Ryzex is committed to supporting our customers with quality on-time repair services that help extend the life of your mission-critical equipment. With our competitive prices and flexible service options, we have a solution to fit your budget and needs. You made a big investment in your barcode devices, let Ryzex help you realize the highest return possible on those assets.

Ryzex is currently celebrating 20 years of meeting the mission-critical data collection needs of over 6,000 customers. With company owned facilities in the United States, Canada, United Kingdom and France, our certified technicians have over 100 years experience combined in the data collection, barcode, POS, laser scanning and other computer equipment business.

We provide a “one-stop shop” for companies that have equipment from multiple manufacturers. With Ryzex, you have a single source for service; eliminating multiple vendors, multiple purchase orders, and multiple invoices. We serve as a backup plan to help you sustain operations and minimize downtime. Many companies choose Ryzex because of our superior service, complete, custom reporting and our ability to provide you with what you need when you need it.

### **REPAIR OPTIONS**

Ryzex offers multiple service options for your AIDC equipment that take your needs and budget into consideration. These options allow you to balance cost, speed and convenience with your company's needs.

Ryzex has monthly maintenance programs for no hassle, fast service at a fixed price, and flat rate alternatives for your one-off repair needs. We also offer option to keep your downtime to a minimum - our spares pools and advanced replacement programs can get you back up and running within the day. We have the solutions to meet your needs, the choice is yours!

### **GET A HIGHER LEVEL OF SUPPORT WITH PROTECTION PLUS**

Ryzex Protection Plus takes the guesswork out of manufacturer warranties and service contracts by offering an unprecedented level of support for up to three years on the purchase of new or pre-owned mission-critical data collection equipment.

Protection Plus is offered in standard, enhanced and premium packages, covering damages from defects, failures and wear and tear. Each level has specified turnaround times to get your product back to you quickly. With Protection Plus Premium you are able to have a spare pool at your facility. If your equipment breaks, take a replacement out of your spares pool and get back to work. This operation takes the guesswork out of onsite repairs and long turnaround times to keep your business running even if you need a repair.

### **EQUIPMENT TYPES AND MANUFACTURERS**

Do you have equipment that spreads over multiple vendors and generations? Ryzex is your “one-stop repair shop” for your unique mix of equipment. If your company has recently experienced a reduction in workforce, you're probably stuck with less people to do the same amount of work and maintain multiple service relationships. Let Ryzex take that work off your hands by being your single source for service. Ryzex can eliminate the need for multiple vendors, purchase orders and invoices which will save you valuable time and money.

## Ready to get started?

### Here's how it works:

- Simply answer a few questions about your equipment.
- Based on the discussion, you will promptly receive a written service quote.
- Next, send your equipment to the Ryzex repair depot in Bellingham, WA or Markham, Ontario.
- Your equipment will be repaired, tested, cleaned and returned to you in minimal time and you can keep your data collection running at peak performance.

From handheld computer and label printers to wireless handheld scanner and vehicle mounted units, Ryzex services a wide range of equipment from over 21 manufacturers. You'll benefit from our shorter than manufacturer turnaround times and our highly skilled repair technicians.

Below are just a few of the manufacturers Ryzex can offer repair for either in-house or through OEM partnerships:



### DISCONTINUED LEGACY SUPPORT

It happens more often than not: businesses find out that the manufacturer of their mission-critical equipment will no longer support, repair or provide replacements. The manufacturer says you need to upgrade, but your business isn't ready. When this happens, it is important to continue getting the most out of your equipment. Ryzex will be there to support your legacy equipment and keep your operations running until you decide it is best to upgrade. With Ryzex as your partner, you can squeeze the most out of your technology investment, saving you money. Our FullUse mandate commits us to servicing, repairing - and even replacing specific pieces - of legacy discontinued barcode, ADC and wireless systems.

### GLOBAL OPERATION

Ryzex has operations across the United States, Canada and Europe making us your global solution to your company's international repair needs. Our state-of-the-art repair facilities:

- support over 21 different manufacturers of data capture, POS and computer equipment
- are authorized to provide warranty services for 4 manufacturers
- are staffed by qualified service technicians delivering strong technical support and on time service.

### ONLINE REPORTING AND VISIBILITY

When you choose Ryzex as your repair provider, you will be given access to our online repair portal. The portal gives you more control and visibility into your current and past repairs 24/7. A secure login allows you to:

- log repairs
- search current and past repair jobs
- run and print customized reports
- check status of repair jobs
- view repair job history
- submit repair authorizations

### Repair report from online portal:

Incident Number	Job Number	Repair Type	Resolution Descriptions	Serial Number	Tracking Number
IN002595	JB002595-13	Comprehensive Flat Rate Repair for INTERMEC, INT760 NO SCANNER	Replaced: Main Board, Replaced: Radio, Replaced: Scan Engine, Replaced: Antenna, Replaced: Digitizer, Replaced: Lower Case, Replaced: Upper Case, Flashed: Main Board	1234567890	
IN002595	JB002595-17	Comprehensive Flat Rate Repair for INTERMEC, INT760 NO SCANNER	Replaced: Antenna, Replaced: Digitizer, Replaced: Lower Case, Replaced: Upper Case, Flashed: Main Board	1234567890	
IN002595	JB002595-6	Comprehensive Flat Rate Repair for INTERMEC, INT760 NO SCANNER	Replaced: Main Board, Replaced: Digitizer, Replaced: Lower Case, Replaced: Upper Case, Flashed: Main Board	1234567890	
IN002595	JB002595-10	Flat Rate Basic Repair for INTERMEC, INT760 NO SCANNER	Replaced: Main Board, Replaced: Keyboard, Replaced: Radio, Replaced: Antenna, Replaced: Lower Case, Replaced: Upper Case, Flashed: Main Board	1234567890	
IN002595	JB002595-11	Flat Rate Basic Repair for INTERMEC, INT760 NO SCANNER	Replaced: Display, Replaced: Digitizer, Replaced: Handstrap, Replaced: Lower Case, Replaced: Upper Case, Flashed: Main Board	1234567890	
IN002595	JB002595-14	Comprehensive Flat Rate Repair for INTERMEC, INT760 NO SCANNER	Replaced: Main Board, Replaced: Antenna, Replaced: Digitizer, Replaced: Handstrap, Replaced: Lower Case, Replaced: Upper Case, Flashed: Main Board	1234567890	
IN002595	JB002595-				



Ryzex provides data collection and mobility solutions. We **advise** and implement the best solution, keep it running for maximum **uptime** and supply data for business **insight**.