

Maintenance

## Checkout Service and Maintenance

At Retail Associates we offer unrivalled performance in quality of service and maintenance. Since we formed in 1996, our goal has been to provide solutions through our knowledge and management of comprehensive maintenance and service support activities.

Our field service engineers have a wealth of experience in front end retail equipment maintenance. Retail Associates can offer solutions to meet your needs.

## Complete the Link With Maintenance

Our Maintenance Service contracts ensure we offer the same unrivalled service on all makes of checkouts, whether of UK or continental origin.

Choose a maintenance service to meet your exact needs, for example a full comprehensive service package or basic pay-as-you-go agreement. We will ensure you receive peace of mind through our service level agreement scheme. This guarantees a response level and performance for all service and maintenance work. You can also add planned and preventative maintenance to reduce the risk of downtime.



## First Time Fix

A key part of our maintenance package is the importance of 'first time fix' for service calls. To ensure we deliver on this area, comprehensive surveys are completed on all your checkout fleet. This information is stored and logged enabling our organization to carry the correct spares and accessories in our service vans and stock in our service stores. Key Features can the last bulletin point be deleted and replaced with Our Help Desk operates 24/7 365 days a year.



## Full System Reporting Capabilities

To keep our promise of delivering a first class service we back-up our service level agreements with full reporting data and regular service meetings. The reports outline the current service performance you are receiving from Retail Associates along with detailed maintenance record of your checkouts.

## Checkout Service

We offer unrivalled performance in quality of service and maintenance. Our central stores carry comprehensive stocks of accessories and spare parts for all major manufacturers models with a 24 hour express line delivery throughout the UK.

Take advantage of our service cover for all aspects of your checkout operation. Peripherals such as operatives chairs, customer guidance, chip and pin and associated security products are now available from one reliable source.



## Key Features

Key features of the service cover are:

- National coverage across the UK and Ireland
- Emergency breakdown call-out
- Regular preventative maintenance visits
- Remove the build up of unseen dirt and grime with our deep cleaning facility
- Portable Appliance Testing (PAT) capabilities
- A dedicated helpline telephone number and email address for your service control



Checkout Design & Manufacture



Refurbishment & Contracting



Maintenance



Accessories

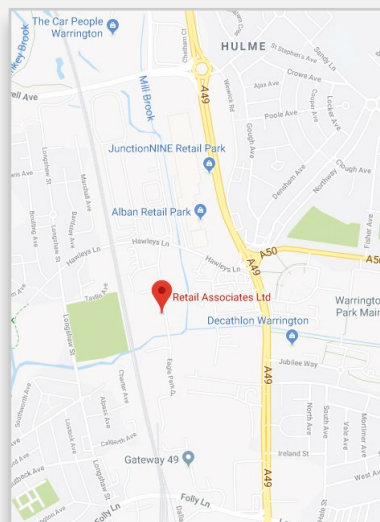
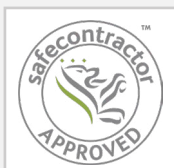


Shop Fitting



IQM Product Range

committed to  
**CSCS**



## Contact Us

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