

MAINTENANCE and SERVICE

Service Programs: Check Scanners

Benchmark Technology Group offers a variety of comprehensive service programs tailored to meet the needs of our customers. Benchmark's highly-skilled technicians not only repair the symptoms reported but are also proactive in addressing potential problems.

Benchmark Technology Group is an authorized reseller and service center for all of the top-tier check scanner manufacturers. Benchmark also provides toll-free technical support to assist in troubleshooting or installation.

DEPOT REPAIR:

The basic maintenance program provides customers with a service solution for equipment repair. This program is based on a fee structure of time and materials per incident, flat rate per incident, or as an annual service agreement.

For customers with larger equipment inventory requiring more frequent service, Benchmark Technology Group can provide an onsite depot repair program. Under this program, defective equipment is delivered to a predetermined customer facility or "depot", where technicians repair, test, and restock the equipment. This program is ideal for larger banks that routinely face equipment repair challenges throughout their organization.

AUR (ADVANCED UNIT REPLACEMENT):

The AUR program was designed to provide replacements for critical components and to ensure uninterrupted service and equipment protection beyond the standard warranty program. With the AUR, calibrated and tested replacement units are shipped for next day delivery to the specified location. AURs can be purchased in single or multiple 12-month increments.

Benchmark Technology Group's quality control measures ensure that each check scanner is carefully inspected by an experienced service technician. There is an extensive checklist of items that are inspected, tested, and cleaned prior to the scanner being shipped to the customer.

Program registration includes an agreement and listing of the quantity and serial numbers of the units to be covered under the chosen service program.

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Scanner Service can include but is not limited to:

- * Verify the problem description, if applicable.
- * Clean and inspect the interior: remove any dust or debris.
- * Inspect the separator roller assembly, the feed and separator rings, the transport rollers, and the transport belt; replace, adjust or clean as needed.
- * Verify the U-track wall assembly, if applicable.
- * Check the camera mounts to see if they are loose or broken.
- * Clean all sensors and the cameras.
- * Verify endorser and print quality.
- * Calibrate and/or verify double-feed sensor.
- * Calibrate and/or verify camera image quality.
- * Verify MICR data.
- * Verify check feed.
- * Clean and inspect exterior covers.
- * Inspect for proper Model Number and service labels.
- * Make any necessary repairs, as needed.

To enroll in Benchmark Technology Group's Service Programs:

- * Contact a Benchmark Technology Group Account Executive.
- * Provide a list of the scanner models and serial numbers you would like to enroll. This information will be used to ensure Benchmark maintains the necessary inventory levels.
- * Registration information will be prepared and a customer number will be assigned.
- * Complete the registration process by signing the agreement.
- * Instructions on how to initiate a Service Order will be provided upon completion.