



Fixed Repair Price Levels

Fixed Price Level	Terminal/PIN Pad and Service	Fee
FP1	All terminals and PIN pads: Inspection and Testing Reactivation of the terminal	\$50.00
FP2	All terminals and PIN pads: Cosmetic Repairs (Case, Cable Cover, Paper Door, Keypad, Lens, etc)	\$75.00
FP3	PIN Pad – DESK 1500 & IPP315 Electronic Repair (Swipe Card, Chip Card, Contactless, Display, Mainboard, etc.)	\$110.00
FP4	Terminal – DESK, LANE Electronic Repair (Swipe Card, Chip Card, Contactless, Communication, Touch Panel, Display, Printer Mechanism, etc.)	\$150.00
FP5	Terminal – MOVE Electronic Repair (Swipe Card, Chip Card, Contactless, Communication, Touch Panel, Display, Charging, Printer Mechanism, etc.)	\$195.00

Note: All prices exclude GST. Parts will be replaced as required to ensure that the terminal is functioning correctly.

Services

To expedite terminal repairs, customers can be added to our **Preapproval of Quotations List**, which allows for faster processing through our service department. Resellers not on this list or those requiring a quotation will receive one promptly. We offer five levels of repair, depending on the terminal type and the specific service required.

Please note that external batteries for mobile terminals are considered accessories and therefore are not covered by our service. For details on repairs within the warranty period, please refer to the **Warranty Repairs** section.



Fixed Price Level 1 (FP1)

FP1 is the minimum charge for terminals and PIN pads that fall outside of warranty. FP1 includes the inspection, testing, and reactivation of the terminal. It is also used to provide quotations for repair should they be required. If a quotation is declined, the FP1 will be used as a minimum charge as a quotation rejection fee. Also, we reserve the right to adjust quotations in the event that further issues come to light as work is undertaken.

Fixed Price Level 2 (FP2)

FP2 includes FP1 plus the refurbishing of the unit by replacing the cosmetic parts of the terminal and minor repairs. Most FP2 repairs are not covered by warranty. If the terminal is still within the warranty period and the "Refurbish" box on the **RMA form** is ticked, then a FP2 repair will be undertaken and charged. If the "Refurbish" box is not ticked, the terminal will be returned in as is cosmetic condition and at no cost.

Fixed Price Level 3, 4, and 5 (FP3, FP4, FP5)

FP3, FP4, and FP5 include FP2 plus electronic repairs as required. If the electronic repair is covered by warranty (see **Warranty Repair**) and the "Refurbish" box is ticked, the repair will be charged as a FP2 repair and only the cost of refurbishing the terminal will be charged to the customer. If the "Refurbish" box is not ticked only the warranty repair will be undertaken and the terminal will be returned in as is cosmetic condition and at no cost.

Warranty Repair

Repairs are covered by warranty as agreed at the time of purchasing the terminal. This warranty covers manufacturing defects and failures. Warranty repairs can only be carried out by the Skyzer Service Centre as the only Authorised Ingenico repair centre in New Zealand.

There is a 60-day warranty applicable for repairs carried out by the Skyzer Service Centre.

Exclusions to the manufacturer and repair warranty include, but are not limited to:

- Liquid damage
- Cosmetic damage
- Physical/force damage
- Damage due to misuse or caused by the user
- Insect infestation
- Power spike or Lighting strike
- Tampered or warranty seal broken/damaged

The cost to repair the damage will be assessed and quoted to the customer, in writing, according to the Fixed Price Levels above. Repairs will only start once the customer gives the go ahead.

Please note: There is no service warranty offered for these repairs



- In severe cases we may have no option but to classify the terminal as “Beyond Economical Repair,” have it disabled and removed from the network

Tampering with a Terminal

For reasons of security, any product physically tampered/opened by parties other than the Skyzer Service Centre will be deemed as “Beyond Economical Repair”. It will be disabled, removed from the network and Worldline will be notified of the details.

Software Upgrade

Any terminal or PIN pad sent in for **software/firmware upgrade only**, will be upgraded to the latest version of software/firmware as per the licence agreement.

Please note that any terminal or PIN pad that goes through the software/firmware upgrade only, will be returned in the same condition as it was originally received. No testing is carried out and no service warranty is provided.

No Fault Found Inspection Fee

In the case where a terminal or PIN pad is returned for repair and after testing, is found to be working correctly, Skyzer reserve the right to charge a FP1 fee of \$50.00 plus GST.

This fee covers the time involved in testing and reactivating the equipment.

Accessories

In the case where a terminal or PIN pad is returned for repair with the accessories, if any of the accessories are deemed to be faulty and need replacing, this will be charged as an accessory item in addition to the Fixed Price Level. The accessory warranty of 90 days will apply.

Please note that for all mobile terminals, the external battery is not covered under any repair level price as this is considered an accessory.