

We understand that mobile hardware plays a key role in running businesses efficiently. To be sure that devices can be put back into service quickly after repairs, it is essential to have a good service contract. QMOSS offers a complete service plan that you can choose in addition to the standard manufacturer warranty.

QMOSS is an authorized PaceBlade Service Center



## Benefits



### Regulate maintenance costs

Every device is susceptible to wear and tear, defects inflicted by the environment or manufacturer defects. To ensure that the costs are manageable, service contracts will give you the costs upfront without surprises during the contract period.



### Fast turnaround guaranteed

A guarantee that your device is diagnosed and fixed within 5 working days after arrival at QMOSS service center.



### Lower your Total Costs of Ownership (TCO)

Multi-year coverage lowers the Total Costs of Ownership from your device. A guaranteed lifetime for a fixed price.



### Fully unburden yourself and your customer

Submitting support and repair issues is easy via our portal where you will be kept well informed of all pending matters. You receive automated e-mails at the status changes you select.



### Qualified personnel

QMOSS staff is certified by all partners and manufacturers for which we carry out support and repairs. There are strict procedures for repairs and testing procedures so any repair will be carried out with approval of PaceBlade.

## PaceBlade

PaceBlade mobile device terminals are recognized as innovative products in the field of mobile solutions. Innovation, technology, quality and flexibility combined with unique functions and services are the key-factors for success.

## QMOSS

At QMOSS, we add different kind of services, including services contracts for all PaceBlade mobile device terminals. QMOSS Flex is a customized Service Contract. Anything you want to add to or remove from the contract is negotiable. You only pay for what you need. For more information, contact QMOSS.



Package Features	Standard Warranty	QMOSS Enterprise	QMOSS Premium CS	QMOSS Premium	QMOSS Flex
Duration	1 Year	3 to 5 Years	3 to 5 Years	3 to 5 Years	3 to 5 Years
Turnaround time (Business Days, excl. transit)	12+ Days	5 Days	5 Days	5 Days	5 Days
Manufacturer defects	✓	✓	✓	✓	✓
Covers normal wear and tear	✗	✓	✓	✓	✗
All Materials, Parts and Labor*	✗	✓	✓	✓	✗
24/7 acces to online support portal	✗	✓	✓	✓	✗
Accidental breakage	✗	✗	✓	✓	✗
Pick up	✗	✗	✗	✓	✗
Return shipping	✓	✓	✓	✓	✓

## Limitations of Coverage

- Original factory serialnumber being removed, defaced, replaced or tampered with in any way.
- Damage caused by chronic negligence, deliberate abuse or repair/modifications by an unauthorized party.
- Deliberate damage caused by the user.
- Replacemant of defective batteries
- Accessories
- Damage caused in transit or delivery by improper packing.
- Damage caused by operating the units outside of manufacturer specifications.
- Damage caused by force majeure such as fire, flood, lightning and theft.
- Damage caused by abuse. More than 3 main components defective at the same time.
- Replacement of housings intended for cosmetic purposes only (eg single scratch on the housing).
- Devices that have been damaged by cleaning chemicals other than the products prescribed for Paceblade mobile device terminals.