



Summary

Industry: Printing and Publishing
Application: Repair to large touch screen
Actual Saving: £5,056
Payback Period:



Touch screen repair saves company £5k

Free collect and inspect service saves the day - and customer gets a 12-month warranty too

ISSUE

When a large touch screen was returned to the manufacturer's for repair, the report came back they would have to replace it as it was not repairable. Due to the costs involved they were unwilling to spend this kind of money and the new unit would have required a complete replacement package including software which also increased the end user's price.

SOLUTION

ERIKS repair division took up the challenge. As we offer a free collect and inspect service the company would not be losing anything by letting us inspect the screen. ERIKS repair division had the knowledge required to repair the unit and offer a 12 month "in-service" warranty, saving the company more than £5,000.

OTHER BENEFITS

- Able to keep their existing software

FURTHER COMMENTS...

Because ERIKS offer a free collect and inspect service on electronic repairs, customers have nothing to fear by sending us items for repair. Items which are repaired aren't always fitted straight away and our "in-service" warranty gives the customer that extra peace of mind.

Robert Barnfield
Key Account Sales
ERIKS Telford

MORE INFORMATION

ERIKS Industrial Services

Amber Way, Halesowen,
West Midlands B62 8WG

Tel: 0845 006 6000

Web: www.eriks.co.uk

know-how makes the difference

