

Maintenance and Support Services



The idea of purchasing a **maintenance** and **support** program should be more than an after-thought. It should be an integral part of a product purchase. Choosing the right support for your specific business needs ensure smooth deployment, effortless operation and quick resolution of any issue that may arise at any time.

Why choose RES?

Our service professionals provide a wide range of services designed to meet your specific business needs who require maximum benefit for their hardware purchase.

- **Service partner for 200 active customers**
- **Service provider for multi-brands**
- **Well-trained and certified experience service personnel**
- **Reliability to deliver right on the first time**
- **Responsiveness to business needs**
- **Rapid turn around to minimize disruption and costs**

Our goal is to be your business partner who delivers customized service plans that work concurrently with your operations team to improve productivity and efficiency. Our measure of success is the loyalty of our customers and it is proven year after year. Today, we have almost 200 active customers and it is still growing.

We are an Authorized Service Provider for multi-brand market leader manufacturer for automatic identification solutions. Our field personnel are well-trained and certified, experienced professionals committed to providing superior service and value to our customers.

Reliability depends on the longevity of replacement parts and the quality of repair of damaged or worn equipment. You can count on our expertise to deliver and on our commitment to do the job right first time, every time. Purchase a service program now and you will see some significant returns on your investment almost immediately.

You have specific needs, expectations and priorities – we are responsive to them and define with you the best possible solutions for your business.

You expect to receive quotations quickly and have your equipment repaired rapidly to minimize disruption and costs. We aim to exceed your expectations through our continuous investment in more effective devices and administrative processes.

Why Should I?

Q: My product comes with warranty, why should I purchase a maintenance contract?

Warranty only provides repair due to a defect in workmanship and materials. Warranty is not.....

- ✓ Giving value-added services
- ✓ Giving technical assistance
- ✓ Repairing units that have been abused
- ✓ Repairing wear and tear
- ✓ Application loading

Q: I may pay for ad hoc service when necessary, why should I purchase a maintenance contract?

If you have to pay for Time and Materials, the costs can add up very quickly. Parts can be expensive such as main boards or power supplies. This is an unexpected expense and funds may not have been budgeted for an emergency repair.



With a maintenance and support contract...

- ✓ You pay fixed and guaranteed maintenance costs, which helps to manage your cash flow and budget maintenance expenses.
- ✓ Regular scheduled preventive maintenance reduces the risk of your equipment breakdown.
- ✓ You get latest update on your equipment condition and recommendation from our service professionals.

Standard Service Plans				
Coverage	Warranty	Basic	Premium	Comprehensive
Manufacturing defects only	*			
Includes labour and transportation within Klang Valley	*			*
Includes all labour		*	*	*
Pick-up and return delivery		*	*	*
1-hour call back response		*	*	*
8-hour onsite response		*	*	*
Scheduled preventive maintenance		*	*	*
Provides technical support services		*	*	*
Spare part discount		*	*	*
Normal wear and tear coverage			*	*
Includes coverage due to accidental breakage				*
Loan provision				*
User training		*	*	*
Hotline privilege		*	*	*
8x5 coverage, Mon to Fri, 8:30am to 5:30pm		*	*	*

*** Call or email Ms Ooi Su Mei to schedule a free preventive maintenance appointment at 010-400 9553 or ooi.su.mei@resmal.com

Authorised Service Provider :



Network of Locations

RES Malaysia Sdn Bhd

Headquarters:
A-3-09, PJU 1A/7A, Oasis Ara Damansara, 47301 Petaling Jaya, Selangor, Malaysia
Tel: +603-7832 6638 Fax: +603-7832 7960

Service Centre:
81-G, PJU 1A/41B, Ara Jaya, 47301 Petaling Jaya, Selangor, Malaysia
Tel: +603 7887 7383 Fax: +603 7887 7381 **Hotline: + 603 7887 4133**
Email: info@resmal.com URL: www.resmal.com

Penang Branch
K-3-2 Bay Avenue,
Lorong Bayan Indah 2,
Bayan Lepas,
11900 Penang,
Malaysia
Tel: +604-640 2843
Fax: +604-640 2846

Johor Branch
93A Jalan Cantik 2,
Taman Pelangi Indah
81800 Ulu Tiram,
Johor Bahru,
Malaysia
Tel: +607-863 1621
Fax: +607-863 6621

Singapore Branch
20 Sin Ming Lane,
#06-62 Midview City,
Singapore 573968
Tel: +65-6659 7825 & 26
Fax: +65-6659 7827