

Airline and Travel Industry

Since 1998, pks services have supported the Airline and Travel industry, their Service Providers and the Manufacturers of travel related products. Operating from our custom designed workshop facility close to Heathrow Airport, pks services also carry out the In Warranty repairs for a number of manufacturers products.

We also provide the on site support services on behalf of a number of specialist suppliers for their products deployed at airports and other sites.

Amongst the wide range of products we support:

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| ATB Ticket Printers | Boarding Pass Printers |
| Bag Tag Printers | Bar Code Readers |
| Gate Readers | Self Service Kiosks |
| Touch Screens | Data Gathering Keyboards |
| ALC Terminals | Controllers |

pks services recognise the initial investment in hardware and the value in extending the functionality of these products in the field. We carry out full refurbishment of perceived end of life systems and utilising our industry experience, we are also able to source replacement second user units and spare parts.

Our philosophy is to integrate quality workmanship and excellent turn-around time with the highest level of customer service. Each product serviced by pks is fully stripped down and all worn and tired parts replaced. The unit is cleaned and cosmetically enhanced and returned to use in an "as new" condition. Most importantly, it is also fully tested in the environment in which it will be deployed and where applicable, test prints are enclosed with its return. Only then is it given the pks services 6 month warranty.

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| Units fully stripped down | Worn and tired parts replaced |
| Component level repair | 5 day turnaround |
| Tested in its working environment | New packaging and test pages |
| 6 months warranty | Comprehensive fault & repair reports |

Service options

pks provide return to base (RTB) workshop repairs and onsite maintenance through annual contracts or break/fix services. There are a wide range of options to choose from including 4 or 8 hour response time, adhoc repairs, preventative maintenance, loan equipment and on site spares; pks can tailor the service to suit your specific requirements.