

## Desktop services

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As an established and reputable maintenance organisation, pks services have built up vast Multi Vendor experience in our many years of supporting the service industries requirements. Our product portfolio includes;

PC' s	Laptops
Servers	Monitors
Keyboards	Scanners
Printers	Multi Function Devices

Our facility provides access to a number of services including our custom built workshop repair Centre, On Site Contract or Ad-Hoc Support, Configuration Centre built to service and supply customers with pre-configured hardware, Data Destruction Service, extensive Parts Inventory, Fuser and Maintenance Kit Refurbishment Centre, a Brokerage Service for complete units or those difficult to source components and, a Warehousing and Logistics Service.

Repair Workshop	On Site Support
Configuration Centre	Data Destruction Service
Parts Supply	Fuser & Maintenance Kit Refurbishment
Brokerage Service	Warehouse & Logistics Facility

pks services employ some of the most experienced engineers in the industry and to that end we warranty our workmanship for 6 months. In the unlikely event that we are unable to repair a product, pks do not charge an evaluation fee. Our turnaround time for workshop repairs is 5 days. For fusers and maintenance kit refurbishment our stock holding is such that in most instances an advance exchange service can be offered.

Utilising our state of the art tracking system, pks supply to our customers comprehensive reports detailing all units received or supplied, the fault found, parts used to facilitate the repair, the engineer who carried out the repair and the turnaround time from date of receipt of the unit. For manufacturers, maintenance companies and end users alike, this allows us to provide highly informative reports tracking failure trends, regularly reported faults, reoccurring units and user damage.

6 Months Warranty	5 Day Turnaround Time
Component Level Repair	Advance Exchange Service
No Fix / No Fee	Comprehensive Reporting