

Printer repair and maintenance

Established as a specialist in providing end to end, rapid repair and refurbishment services for a wide range of printers and peripheral equipment, pkss services have built up vast multi-vendor experience over many years of supporting third party maintenance companies, system integrators, manufacturers and end users of all sizes. Our experience extends across the full range of printer technology including:

Mono laser	Colour laser
Dot matrix	Inkjet
Line	Thermal
ATB	Boarding Pass
EPOS	Barcode

Workshop repairs

Upon arrival at pkss services, each unit is inspected and logged onto Vantage, our state of the art Tracking System. Once the fault is identified the printer is then fully stripped down and repaired with any worn and tired parts being replaced.

The pkss repair process has a number of key features:

Custom built repair workshop	Experienced multi vendor engineers
Component level repair	Full preventative maintenance
5 day turnaround	6 months warranty
Fuser and maintenance kit supply	Extensive parts inventory
On/Off-Line test prints enclosed	Cosmetic enhancement and repackaging
Telephonic support line	Comprehensive fault & repair reports

Utilising our tracking system, pkss service supply to our customers comprehensive reports detailing all units repaired, the fault reported, the fault found, parts used to facilitate the repair and the turnaround time to close the repair / call. This allows us to provide highly informative reports tracking failure trends, regularly reported faults and reoccurring units.

On site support and preventative maintenance

pkss services provide a number of on-site maintenance services either through annual contracts or break/fix solutions. Options include 4 or 8 hour response time, loan equipment and onsite spares. Contracts are tailor made to our customers requirements and our first-time fix rate is of the highest in the industry. Our Preventative Maintenance Service provides one of our skilled engineers on-site at pre-determined, regular intervals to carry out any preventative maintenance necessary to ensure that your printers continue to operate at optimal efficiency.