

# SCAN COIN

## Service Support





# It pays to plan ahead

You've just taken delivery of your new SCAN COIN machine...

In no time at all, it's up and running, doing everything it said in the brochure - and hopefully much more. Very soon you'll wonder how you managed without it. The trick now, of course, is to make sure it continues to deliver those benefits that persuaded you to buy it in the first place. Fortunately, there's no secret. Regular servicing is the best way to ensure it keeps performing properly for years to come.

## So where is the problem?

Unfortunately, servicing isn't always a priority, especially when the machine is first delivered. With all the benefits and improvements a new machine brings, and the reassurance of a 12-months warranty, it is easy to forget about servicing - at least, that is, until it's too late.

Warranties only cover manufacturing faults. They don't protect you from the inevitable wear and tear of day-to-day operation that can gradually affect performance and, if ignored, lead to costly breakdowns. That's why we always offer a service contract with a new machine. Forward planning can ultimately save money.

Not surprisingly, many customers take up the offer. While very few, if any, will require a service contract for a portable coin counter, almost 100% of customers purchasing cash deposit systems take up the contract. The same goes for high-speed coin sorters and the Bullion Pack bulk coin processing systems. With these machines, customers can't risk prolonged downtime. They depend on their cash processing equipment and they depend on SCAN COIN to keep it running.

Obviously, the final decision on a service contract is the customer's, but we believe there are compelling reasons to at least give it careful consideration.

To begin with, a service contract is much more than a piece of paper; it's peace of mind. Our comprehensive contracts include parts and labour, and the only exceptions are components that are expected to wear, such as belts.



In addition to the field service team, SCAN COIN have a team of technical support staff for both hardware and software systems based in Salford.

## Making a start

The 12-month warranty that comes with every machine rectifies manufacturing faults but does not include routine servicing. To encourage customers to consider servicing issues at the outset we offer a substantial discount for service contracts taken out when the machine is purchased. This preferential rate acknowledges the reduced risk and lower costs incurred by SCAN COIN during the first 12-months but it still includes routine servicing to ensure optimum performance.

Of course, service contracts can be taken out at any time after purchase, subject to a satisfactory inspection and a preliminary service to bring the machine up to specification.

## Tailored solutions

Flexibility is essential as machines, site conditions and customers' needs can vary. We draft individual contracts to provide the required 'response time' and 'hours of cover'. Typical response times can be 4 hours, 8 hours, next day or 3 days.

## Working in partnership

For some customers the number of machines on site or the critical nature of their business may demand a dedicated SCAN COIN service engineer available 24 hours a day, 7 days a week throughout the year.

For one of our bank customers, we have trained and certified their own engineers. This enables them to carry out 'first-line' maintenance on the SCAN COIN cash processing systems at their coin centres.

Our own engineers provide 24-hour back up to offer advice or solve problems over the telephone or on site. This partnership approach has been very successful and extends to the SCAN COIN engineers being trained on internal banking procedures so that they can provide holiday and sickness cover.

## Here to help

For contract customers the first point of contact is invariably the Call Centre. An experienced team of service co-ordinators is in constant touch with more than 40 engineers throughout the UK and Ireland. They receive the calls, schedule the work and monitor progress.

The team of service engineers includes regional specialists who have an in-depth knowledge and experience of particular machines and systems. In addition to carrying out their own service work, they provide specialist back up to other engineers.

## Staying ahead

Training is crucial in service. It ensures engineers are conversant with the latest machines and best practice for looking after them. SCAN COIN's Technical Support department runs regular courses for the company's service engineers - introducing new machines and providing refresher courses on the existing range. It's an on-going process that involves both our own engineers and customers' staff where they undertake 'firstline' maintenance.



# At the heart of customer support...

The SCAN COIN service contract offers total peace of mind. It includes all parts and labour costs, and emergency call-out cover. Preventive maintenance to reduce the risk of breakdowns is also a key feature.

## The team

A network of locally based field service engineers guarantees a fast response, wherever you are. They are factory trained and supported by regional workshops with sophisticated test equipment and facilities for major repairs that cannot be completed on-site.

Calls are logged and processed by the service co-ordinators and engineers dispatch within the contractually agreed response time.



## Service management

Instant access to information is essential for effective service support. All service activity is planned, monitored and controlled using a dedicated service management system.

The system has the contract terms and details for each machine and a record of modifications. To make the most efficient use of resources it constantly monitors the availability of field engineers and allocates tasks accordingly. It also maintains statistics on all service activity, which enables us to improve our performance.

The system maintains a complete service history on every machine. This includes a record of all work carried out and important operational data that can help engineers in the field to diagnose faults quickly. Using this information, they can also anticipate potential problems at an early stage and take appropriate action to avoid breakdowns in the future.



Modular components and drop-in units used in SCAN COIN machines improve efficiency in product assembly and servicing. The management system plays a key role in helping to handle swaps and exchange units by tracking individual serial numbers to maintain a detailed history of component as well as the complete machines.

## TECHNICAL SPECIFICATION

<b>WHAT</b>	Over 40 service engineers
<b>WHERE</b>	National coverage—engineers all mobile and based in field
<b>WHEN</b>	Standard service cover from 8.30am to 5pm, Monday to Friday
<b>RESPONSE</b>	Standard contract response is within 8 working hours of the call being placed. Alternative response times available to suit individual requirements.
<b>SUPPORT LEVELS</b>	All-inclusive cover for parts and labour

## OPTIONS

<b>AVAILABLE HOURS</b>	Extended hours service contracts can be arranged. SCAN COIN can offer service cover extended by a few hours per day, or to cover weekends and bank holidays, or even 24/7 round the clock support, either on site or helpline support.
<b>RESPONSE</b>	Fast response contracts can be arranged with a 4 hour on-site response for customers running critical sites.
<b>DEDICATED SUPPORT</b>	Where sites have large SCAN COIN systems or complex installations, dedicated site engineers can be provided to ensure support is on site whenever needed.

Founded in 1966, SCAN COIN is one of today's leading suppliers of cash processing equipment, system solutions and services. Our worldwide customer base is served through a network of SCAN COIN companies and distribution partners covering some 120 countries. SCAN COIN develops, manufactures and markets equipment and integrated solutions for handling banknotes and coins, and has become a world leader in the automatic cash processing market.



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SCAN COIN Ireland Ltd.  
SCAN COIN-PERCONTA GmbH  
SCAN COIN North America Inc.  
SCAN COIN S.L.  
SCAN COIN Ltd.  
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Service is available worldwide through a network of SCAN COIN factory-trained service specialists. SCAN COIN reserves the right to change the design and/or specifications without prior notice.