

# Terminal Estate Management Services

**EQUINOX**  
PAYMENTS

## Better Products + Better Service

Equinox knows that your payment terminal plays an important role in keeping your business running smoothly. That's why we developed our flexible **Terminal Estate Management Service** to help ensure that the important technology that you rely on is always in perfect working order. Whether you manage 20 or 20,000 payment terminals, Equinox offers a service plan that supports your business needs—and your bottom line.

Equinox offers three flexible and scalable service plans that can grow as your business grows: the **Premier15**, **Premier7** and the **Premier1** service plans. These service plans offer a wide-range of support services including:

- Terminal deployments
- Help-desk assistance
- On- and off-site hardware repairs
- Supply ordering
- Payment terminal recycling program
- 5-year extended warranties

When you need service, you can depend on Equinox to provide the quick response rates, in-depth support and technical expertise needed to help keep your business growing. For more information about the Terminal Estate Management Services from Equinox, contact your sales representative or e-mail us at [service@equinoxpayments.com](mailto:service@equinoxpayments.com).



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# Terminal Estate Management Services



STANDARD SERVICES	SERVICE PLANS		
	Premier15	Premier7	Premier1
Turn-around time	15 Days	7 Days	Overnight
Quality testing	+	+	+
Cleaning (i.e., replace eligible key membranes, severely worn display lenses, etc.)	+	+	+
Software loading	+	+	+
Key loading (if applicable)	+	+	+
Freight in (to Equinox)	Customer Pays	Customer Pays	Equinox Pays*
Freight out (to customer)	Equinox Pays*	Equinox Pays*	Equinox Pays*
Pool management			+
Activity report			Weekly
Inventory report			Monthly
Failure trends report	Quarterly	Quarterly	Quarterly
ADDITIONAL SERVICES			
Abuse and accident coverage			+
Software updates	+	+	+
Key loading projects	+	+	+
Swap out unit (on site)			+
Deployment services (on site)	+	+	+
PremierGreen™ recycle program	+	+	+

\* For the Premier15 and Premier7 service plans, Equinox pays for ground shipping to the customer. For the Premier1 service plan, Equinox pays for ground shipping for inbound terminals and overnight saver for outbound terminals returned to the customer.

## PREMIER15 SERVICE PLAN

- Utilizes an RMA process with a 15-day turn-around time (from receipt of shipment)
- Services include:
  - + Testing
  - + Cleaning
  - + Software loading
  - + Key injection (if applicable)
  - + Replacement of all defective parts

## PREMIER7 SERVICE PLAN

- All the features of the Premier15 plan, with the convenience of a 7-day turn-around time

## PREMIER1 SERVICE PLAN

- Utilizes an RMA process with same-day turn-around for requests made by 6:00 p.m. (EST) (from receipt of shipment). Next-day delivery for requests made after 6:00 p.m. (EST)
- Manage customer-owned devices and accessories
- Saturday requests are taken until 4:00 p.m. (EST) and shipped out for Monday delivery
- Equinox pays for shipping to and from the client—replacement terminal is sent from customer-owned pool via overnight saver delivery to the store and the exchanged terminal is returned to Equinox via ground shipping
- Services include:
  - + Testing
  - + Cleaning
  - + Software loading
  - + Key injection (if applicable)
  - + Replacement of all defective parts
- Mandatory engineering changes
- Weekly, monthly and quarterly reports are provided

## PREMIERGREEN™ SERVICE PLAN

- Equinox's PremierGreen™ Service Plan allows you to discard obsolete payment terminals with absolute security. Keys are destroyed and a report by serial number is provided to you. Equinox then follows all proper disposal requirements for both plastic and electronic components

## ADDITIONAL SERVICES

- Deployment Services:** Deploy devices from customer-owned inventory or from limited quantity purchase orders. Project management is available for large-scale product deployments. Service includes an assigned project manager, on-site installations for new deployments, key injections and application upgrades
- On-Site Services:** Replacement device(s) are sent directly to the retail or merchant site or to a designated technician for product replacement. Service includes testing and verification that reported device is non-functioning prior to being replaced. Technician will package and ship defective terminal to Equinox via UPS or FedEx

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