

# Million Tech Product Maintenance Service Process

*We Create [Value]<sup>2</sup>*



Customer  
(Product Location)

1. Call Million Tech Maintenance Service when customer need help

2. MT professional team helps to solve the issue by phone firstly. On-site inspection and maintenance will be arranged if the issue cannot be solved by phone, and engineer will arrive in 4 hours (except the island) for maintenance

3. If the product cannot be repaired immediately, MT will provide emergency product loan service

4. The engineer completes the work report and communicates with the customer closely

5. Conduct customer opinion survey to get feedback for improvement



Million Tech  
Maintenance  
Service Center

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1. When receiving customer inquiries on damaged products (e.g. **POS Systems, Barcode printers, Handheld Terminals and Barcode Scanners**, etc.), customers need to provide the relevant product model, series number, product location, contact information and fault content. Professional IT team will try to solve the issue by phone firstly. **On-site inspection and maintenance** will be arranged if the issue cannot be solved by phone, and engineer will arrive within 4 hours (except the island) for maintenance.
2. When engineer received case of emergency product repair, he/she will **arrive the product location within 4 hours** (except the island) to check and complete the maintenance within the next day.
3. If the engineer fails to repair the product immediately after the inspection, the same or compatible products will be provided for **emergency loan service**, so that the customer's business could return to normal operation as soon as possible.
4. The engineer will **complete the work report** in response to the maintenance schedule to maintain a high degree of transparency in process of maintenance, and keep close communication with the customer.
5. After the maintenance service completed, our Customer Service Specialist will conduct a **monthly survey of customers** who have been patronized on maintenance service to listen carefully to their opinions and to assess the quality of the maintenance service. We are committed to improving the insufficient and providing better service.

## Million Tech Product Maintenance Service Scope

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- ◆ **On-site Maintenance:** Provides 365 days a year from 9 am to 6 pm (including Sundays and public holidays) on-site maintenance services. When we received customer inquiries for on-site maintenance service, our engineer will arrive to product location within 4 hours (except Islands) to carry out inspection, and complete the repair in the next day.
- ◆ **Telephone Technical Support Hotline:** Provides technical support hotline for 365 days a year from 9 am to 6 pm (including Sundays and public holidays), and hotline is answered by professional IT teams for customers.
- ◆ **Product Emergency Loan Services:** Provides the same or compatibility products loaning service, to help customer solving the business service delay issue if the product cannot be repaired immediately, so that the customer's business could return to normal operation as soon as possible.
- ◆ **Warranty Scope:** Includes engineer's technical support services and parts of hardware, but not including consumable parts and man-made damaged parts.
- ◆ **Preventive Maintenance Services:** Purpose for regular inspection of products to ensure the maximum reliability of hardware by taking proactive precautions to reduce hardware downtime and other avoidable failures. (Subject to charges)