

Warranty & Work Shop Repair Services



About Newbury Data workshop repair services

In today's demanding work environment that depends on mission critical barcode label printing, scanning or mobile enterprise solutions, working together with enhanced warranty, workshop services and back-up solutions has become the key to any professional company running a streamlined operation.

Newbury Data recognises that most companies will support their data capture applications with a variety of different hardware solutions from multiple manufacturers, usually all with varying warranty offers and repair programs. Using multiple manufacturers or even the same product from the manufacturer over a period of time can also create the need to manage different version releases, or different firmware revisions to ensure application consistency. All of which is understood and supplied as managed services to our clients.

Managed Repair Services – 1 Supplier, 1 Contact

Newbury Data offers multiple workshop repair services or enhanced manufacturer support programs for many manufacturers.

As a manufacturer of dot matrix and thermal ticket printers ourselves, repairing and disposing of our own discontinued printer ranges offer our clients the opportunity to utilise our in-house WEEE directive program to help with disposal of products that are beyond economical repair, or that they simply have no further need for.

Using multiple manufacturers requires companies to employ administration of multiple repair programs or support contracts, where as managed services enhancing manufacturer repair programs and support contracts through 1 supplier, 1 contact significantly reduces all support administration complications and costs.

Workshop Repair Services - Manufacturers supported include:

- Citizen
- Compuprint
- Datamax
- Eltron (Zebra)
- Intermec
- OKI
- Printronix
- PSi
- Toshiba TEC
- Zebra

Enhanced Warranty/Repair Programs - Manufacturers supported include:

- CipherLab
- Datalogic
- Intermec
- Metrologic
- Motorola
- PSC
- Psion Teklogix
- Symbol
- More by agreement

For further details. or prices please contact sales on 01606 593424

Newbury Data Workshop Managed Services options include:

Custom Configuration Service

Deploying multiple, or many devices can be very time consuming/costly for a companies IT dept, especially regional or national departments spread across a wide area. Mobile computers need custom software loading and configuring, whilst thermal printers require preferred media and printhead settings loading prior to use. Newbury Data trained staff can manage the loading, configuring and testing of custom software for mobile computers and printers, ensuring all meet the clients specification and application requirements, including DOA testing, asset tagging and reports.

Time & Materials Service

The service for customers who prefer to pay labour by the hour plus parts costs for ad-hoc repairs. Faulty products are returned via the on-line RMA system. Once received the product is evaluated providing the customer with a fault report and quotation. The client either provides an order to proceed, or requests the product be returned or disposed at an agreed rate.

Fixed Price Repair Service

Fixed price repair services are the preferred options for companies with larger volume estates or have roaming users, and want to budget for an agreed cost per service event. Prices are based on the product specification, service level agreement required and either an agreed volume or expectation of events to occur in an agreed time period.

Points Service

A solution that is becoming popular for companies wanting the flexibility to be able to purchase support for multiple products with varying service requirements without an annual agreement per product, or raising individual orders per service event. The value of one point is £1. The minimum number of points that can be ordered is 2000 points. Points Service values are advised as per the product and service required at the time of the event. Points usage will be deducted from the service balance at the close of the event. Point's usage reports are emailed to customers via a monthly statement.

Points Service can also be used to purchase consumable (user replaceable) spare parts & printheads, and on-site technical support professional services such as product installations, user training and application development or support.

Hot Swap Service

Out hot swap service includes an agreed spares pool (either on-site or in the workshop) to be used for immediate delivery when service a event occurs. The faulty unit is returned by the client (or collected by agreement) for repair and put back into the spares pool. The hot swap service also includes configuration of custom software and settings, version releases or firmware etc prior to dispatch.

Enhanced Warranty Programs

Many mobile computer manufacturers will not authorise 3rd party service providers to repair or refurbish certain parts or components, either during or after warranty periods. Newbury Data work with these manufacturers to provide a single point of contact for the customer to ensure the device is repaired, configured and returned to the customer or the spares pool within the service level agreed.

Custom Repair Services

Newbury Data can develop custom service program to fit customer specific requirements.



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