



## ATM Parts Repair

TestLink have been supporting customers with their ATM module repair needs for over 25 years. Supporting NCR, Wincor and Diebold ATMs from our repair facilities in Europe and North America, we understand the challenges of maintaining an ATM estate, and have built up our repair service specifically to address those needs and make life easy for our customers.

### More Than Just A Repair

Our repair processes have been constantly developed over the last 25 years to maximize reliability and drive down costs. In order to ensure maximum reliability, every part we repair is stripped down, inspected and has preventative maintenance carried out on it. In many cases, this preventative maintenance prescribes the mandatory changing of certain parts that would otherwise tend to lead to early-life-failures.

### Maximize Your Inventory Value

Thanks to our repair expertise (our average repair yield is over 99.5%) and extensive part sales inventory, it is extremely rare that one of our specialists ever deems a module as 'Beyond Economical Repair' (BER).

**“TestLink Services Ltd has been helping customers with their repair needs for over 25 years”**

### New Technology

As the lifecycle of older generation ATMs comes to an end, you will need a repair partner who is able to repair modules for newer ATM technology as well. Our highly experienced engineering team is constantly working on the latest technology (such as



### Benefits

- Support virtually all parts manufactured by NCR, Wincor and Diebold
- Extremely high repair leading repair yield of over 99.5%
- Support of the latest ATM technology
- Highly reliable parts provided through preventative maintenance process
- 90 day 'no-quibble' guarantee
- Web based reports as standard at the press of a button
- Fast turnaround times
- Competitive pricing



intelligent depository) to make sure that we can provide repair solutions for virtually any NCR, Wincor or Diebold modules.

### Visibility

As standard, TestLink provide a web based portal that allows you to track all your parts in repair. At the press of a button, you can access a comprehensive set of reports that can be exported as either an Excel document or PDF file.

Able to be tailored to your specific requirements, these reports list all the information you need, and can be accessed online, 24 hours a day, 7 days a week, 365 days a year.



### How it works:

Once an order for a replacement part is placed, we will then send the replacement part out immediately. Within 7 days of receipt, you then send us your defective part for inspection. If the part is suitable for repair (e.g. hasn't got evidence of tampering or misuse) then we will issue you with a credit for the difference between the cost of new and the repaired part.

### Advance Exchange

For our customers who need parts repaired urgently, we provide an Advance Exchange service which cuts out the repair time completely.

Supporting a wide range of NCR, Wincor and Diebold parts (including intelligent depository modules) and able to dispatch parts to anywhere in the world, our parts sold under the Advanced Exchange programme come with our 'no quibble' 90-day guarantee.

