

# POS | Depot Repair



**Installation & Service Technologies**  
Offering Affordable and Quality Depot Repair to the POS Industry



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# Depot Repair

**BREAKAGE** is the single undeniable certainty in the rough and tumble world of POS hardware. Day after day, your technology takes a beating. Fingernails on touch screens, crumbs in cash drawers, dropped printers, spilled drinks: it's only a matter of time before something gives out. It's essential that you be ready when it does. Your technology keeps your business running. Unless you're prepared for accidents and mishaps, a single clumsy customer can slow your operation to a crawl, or stop it altogether.

IST's Depot Repair services help you prepare for the worst. Our repair solutions are reasonably priced, with no sacrifice in speed or quality. Our 13,000 square foot Depot Repair center is staffed with experienced technicians who are factory-trained on all of the technology we service. If it's fixable, we will fix it. If a part or the whole component needs to be replaced, we have an extensive inventory on hand to minimize your wait.



Our service is fast, flexible, and precise. To ensure uninterrupted service, we offer multiple turnaround options from a more casual, cost-effective program to a comprehensive "spare-in-the-air" option where we have a replacement overnighted to you even before we receive your broken unit for repair. We offer our services on both "per incident" and contract bases, so you always have just the level of coverage you need.



# POS Terminals

## Protect your Investment

Point of Sale terminals represent a significant investment for any business. Replacement is often a financial burden and should always be the very last resort. IST Depot Repair services allow you to maximize your investment, and greatly extend the life of your terminals. Our affordable prices, top-notch service, and market-leading quality, make IST the most comprehensive, cost-effective solution available.

Touch screens are remarkably durable considering the constant abuse they're subjected to. They weather thousands of impacts every day: sharp nails, dirty hands, pens, pencils, and almost anything else your employees can find. Food and drinks are passed over them, and sometimes spills do happen. Not even the most durable machines can claim to work perfectly in any environment forever.

Fortunately there is IST. We have many years' experience repairing and maintaining POS terminals. You can rest assured that we have repaired your exact terminal model before, and handled every malfunction and mishap imaginable.

Touch screens are the front line of any business. Trust yours to only the most experienced and skillful technicians. IST has been servicing the hospitality industry for over 20 years. We understand your technology, and our levels of skill and service are unparalleled. We are your very best choice for Depot Repair. Don't trust your business to anyone else.

# Guest Pagers

## Turn your Tables Quickly

While a full house and long wait times are good for *your* business, they're not so good for your customers. Nobody likes to wait, and the added anxiety of possibly missing their table call can prevent your customers from returning to your restaurant.



With a guest paging system, you can put your guests at ease with the certainty that they will never again miss their table. And more customers waiting at the bar rather than hovering around the front will increase your liquor sales and your profit margins. A paging system allows you to turn tables faster than ever. When it comes to seating, time is definitely money.

Quick service restaurants can deliver food to their customers with perfect confidence. A paging system can quietly direct your staff to the correct table every time. It is the fastest and most efficient solution to food delivery.

We will repair anything from a single pager or your entire system. IST is here to keep your business running smoothly.





# Printers

## Maintain Total Transparency

Having a written record of every transaction you conduct puts your customers at ease and keeps your employees honest. With every transaction itemized and out in the open, there is no need for you or your customers to worry. A receipt printer is essential to building trust and taking full accountability. That's something every customer appreciates, and will keep them coming back.

But like any other piece of technology, printers do not always operate as perfectly as we would like. They are subject to spills and food particles. The cutting mechanism can go out and the wiring can come loose. This can mean trouble for you,



but it is all in a day's work for us. We offer affordable printer repairs with the fastest turnaround available. For your business, that means complete assurance and total peace of mind.

# Cash Drawers

## Protect your Assets

If you have a business, accepting payment is about as essential as opening your doors in the morning. Without that, there is little point in showing up at all. Even with the rising prominence of credit and debit cards, cash is still often king.



Your cash drawer is probably very low on your list of concerns. That is, until it breaks. All it takes is a broken spring or a mis-aligned bearing and your access to your cash is gone. Or worse, the key breaks

off in the lock and your security is undermined, and suddenly you are exposed to embezzlement and register fraud. Or you could be locked out completely.

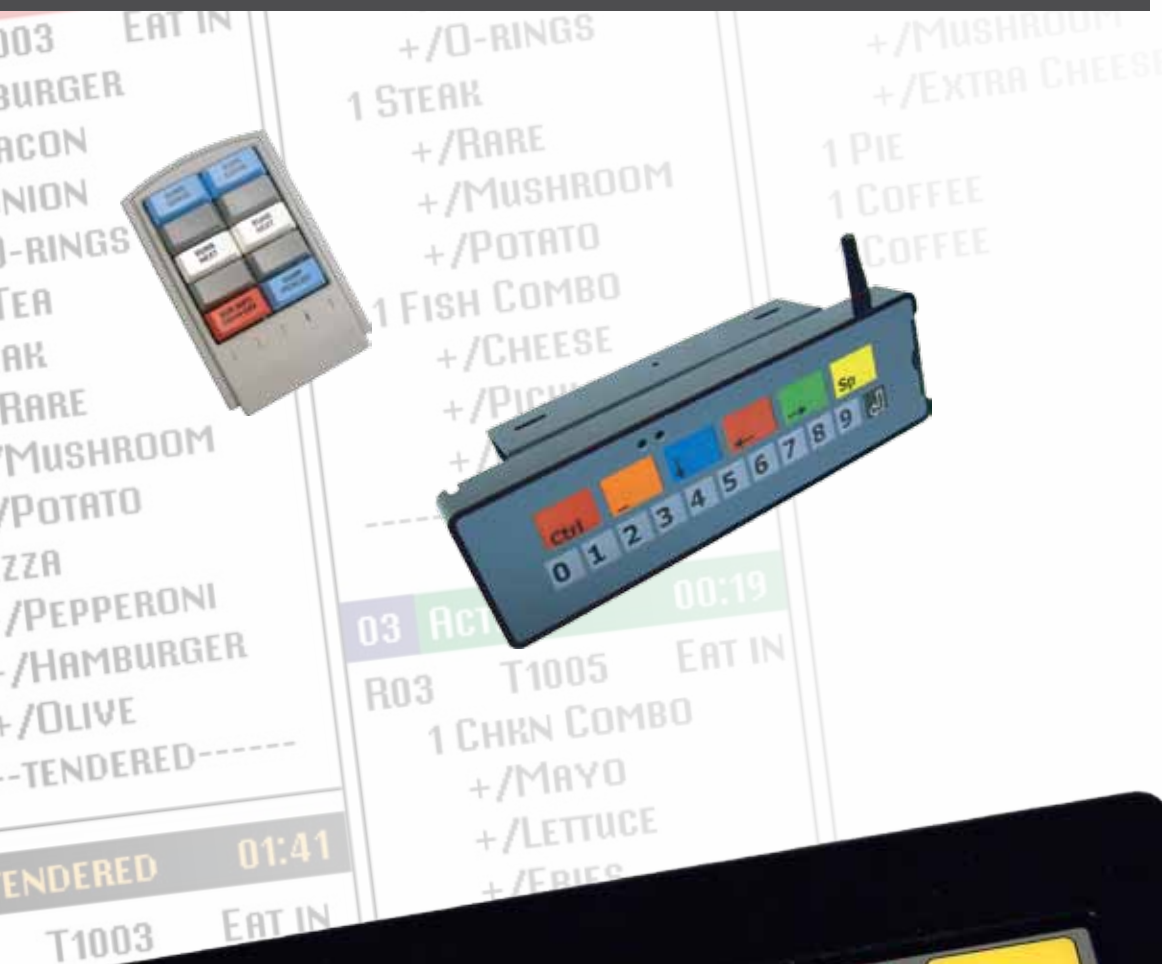
Fortunately, maintenance and repair are easy matters. Often, we can talk you through what you need to do to get up and running again.

And if extensive repairs are necessary, we can have a replacement sent to you even before we receive your broken unit.



The simple truth is, if you didn't need something you wouldn't have purchased it in the first place. You can always count on IST for fast, precise and skillful repairs. And at the most affordable prices.





# Bump Bars

## The Key to Faster Order Processing

Proper order management requires complete control of information from the front of the house to the back. The right bump bars help you coordinate your entire team towards a single purpose: the fastest and most accurate delivery possible. With everyone working towards the same goal, you are guaranteed shorter wait times and higher profits.



Unfortunately, kitchens are tough environments. Anything can happen, and probably will. We have repaired bump bars that have been dropped, shattered, soaked, and even deep fried. Your fast-paced work environment demands that you be ready for anything. With IST Depot Repair, you will be.

We also specialize in custom bump bar assembly. Every business is uniquely structured. Your technology should adapt to *your* business, not the other way around. We offer both wired and wireless models with customized keys and casings. We will perfectly tailor your bump bars to your restaurant. They are durable, flexible, and completely intuitive.

IST specializes in converting wired systems to wireless. Protect yourself from melted, tangled cables, and give your staff the mobility and flexibility they need to process orders and serve your customers quickly.

# Servers

## The Heart of your Business

Data is everything. Taxes, payroll, metrics, accounting, and invoicing all require meticulous records maintained over the long haul. Without data, you're running blind.

But servers do much more than store information: they process it. Your servers are the brains of your business. They run your terminals, email and software applications, and just about everything else essential to your operation.



In addition to fixes, IST can handle upgrades and maintenance as well. If you need more memory, more processing power, a better cooling system, or a more durable case, we can coach you through your options

and select and install the perfect components to optimize your current system. Our experienced technicians can avoid every bottleneck and make the most of what you have for the least amount of money.





# Drive-Thru

## Exceed their Expectations

In today's fast-paced environment, everyone is on the move. Many of us do not have time for a leisurely meal. We have to eat on the go, and speed is crucial. Over the years of faster and faster service, we have become so impatient that three minutes feels like ten, and ten feels like an eternity.



Drive Thru business is often a quick service restaurant's greatest source of revenue. With your customers' ever increasing expectations for speed and service, you have to be the fastest restaurant on the block. And the best.

Drive thru headsets are your key to effective communication with your staff, and your first line of defense against any issues as they arise. Drive through technology keeps you in touch and in control. You will know when there is a problem as soon as your customers do, and you can communicate the necessary changes to your staff before your reputation falters.

# IST Flexibility

## Turnaround, Contracts & Shipping

IST offers an à la carte approach to Depot Repair. We will tailor a customized plan specific to your business needs, and guarantee a cost-effective alternative to more expensive on-site plans. We allow you to decide which turnaround option and delivery method are best for your situation. And we are pleased to respond to any level of urgency. To ensure uninterrupted service, we offer the following turnaround options:



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### Advanced Exchange

We ship you a working terminal or printer before you send us your equipment for repair. Your 'spare is in the air' even before we receive your broken item.

### Swap

We ship a replacement terminal or printer the moment we receive your equipment for repair.

### Standard Turnaround

We repair your equipment within 72 hours, then ship the working item back to you.

For further flexibility, we allow you to choose any shipping option.

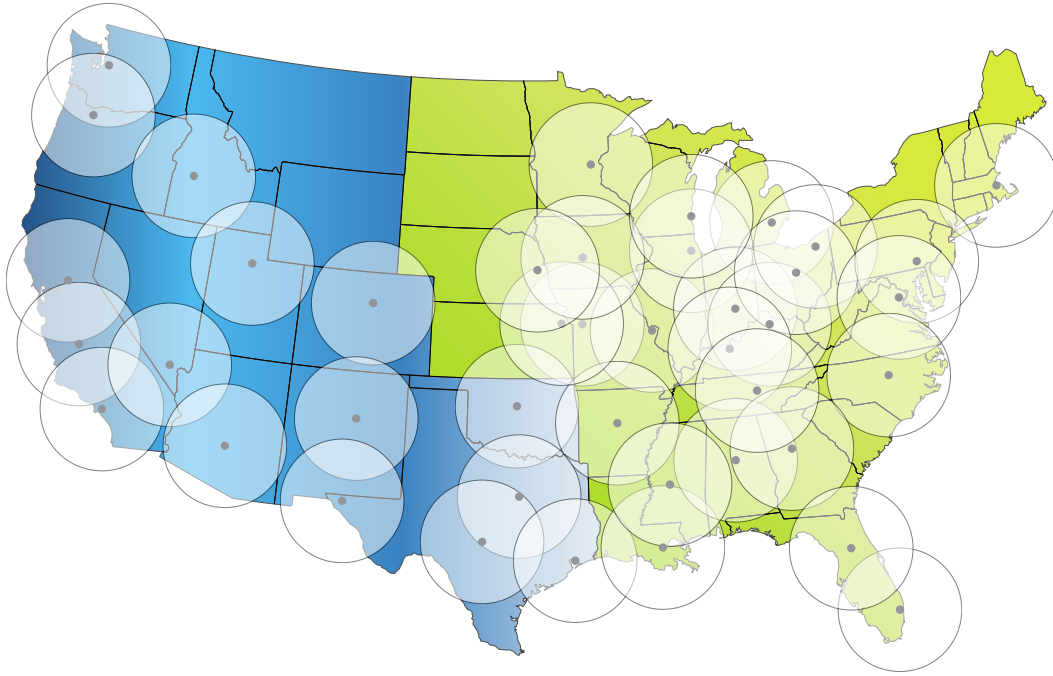
We offer our services on both per-repair and contract bases. For a flat monthly fee you can insure all or part of your hardware for year

round repairs. Prices vary according to the size and age of your system, and the level of service you require.

Contact your IST sales representative today for a customized quote. We will provide exactly what you need at a price you can afford.



# IST | Nationwide Sales, Service & Installation



## Installation and Service Technologies, Inc.

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**Depot Repair** represents just one aspect of IST's business offerings. We are a full-service IT solutions provider to the POS industry. As an end-to-end solution with nationwide coverage and unparalleled service, IST is equipped to handle all of your information technology projects. No matter where you are or what you need, we have the skills and experience to deliver.

We offer hardware and software sales, on-site services, depot repair, project management, and help desk support. We will manage every aspect of your project from conception and design all the way through its complete life cycle. And you only need to make a single call.

IST represents the most elegant approach to information technology in the POS industry. We offer a single point of contact and total accountability.

One company. Many solutions. IST offers complete peace of mind. Contact your sales representative today for the most comprehensive IT solution available.

