



# eutronix Service Contracts

## A VARIETY OF COMPREHENSIVE WARRANTY OPTIONS

eutronix offers full service plans, with standard manufacturer's warranties plus a variety of eutronix service solutions to choose from.

### Our Services



**Standard  
Warranty**



**eutronix  
Enterprise**



**eutronix  
Premium CS**







**eutronix  
Flex**

### Benefits

- |   |   |
|---|---|
| <div>1</div> <b>Fast repair time</b> <ul style="list-style-type: none"><li>• Within 3-5 business days.</li></ul>  | <div>4</div> <b>Qualified and competent staff</b> <ul style="list-style-type: none"><li>• Staff with years of experience, trained by the manufacturer itself.</li></ul> |
| <div>2</div> <b>Reduce your TCO</b> <ul style="list-style-type: none"><li>• All costs are covered at a fixed price and period.</li></ul>                            | <div>5</div> <b>Original spare parts</b> <ul style="list-style-type: none"><li>• Always original spare parts for guaranteed quality.</li></ul>                          |
| <div>3</div> <b>Repair portal</b> <ul style="list-style-type: none"><li>• Free use of the Repair portal and always informed about the status of your RMA.</li></ul> | <div>6</div> <b>Extends equipment life</b> <ul style="list-style-type: none"><li>• Take the max out of your hardware.</li></ul>   |



## Guarantees: Our Different Packages

Standard Warranty	eutronix Enterprise	eutronix Premium CS	eutronix Flex
			
1 year	3 to 5 years	3 to 5 years	1 to 5 years
Lead time*: 12 days	Lead time*: 5 days	Lead time*: 5 days	Lead time*: 5 days
Manufacturing defects	Manufacturing defects	Manufacturing defects	Manufacturing defects
Service portal	Service portal	Service portal	Service portal
Free return**	Free return**	Free return**	Free return**
	Normal Wear	Normal wear	Normal wear
		Accidental breakage	Accidental breakage
			<b>À la carte:</b>
			<i>Free pick up</i>
			<i>Change of device</i>
			<i>Battery renewal</i>

### Limitations of Coverage

- Intentional damage to the device.
- Unauthorized repairs or maintenance.
- Unknown, removed, or altered serial numbers.
- Transport damage due to improper packaging.
- Use outside manufacturer specifications.
- Damage from disasters (fire, flood, theft, etc.).
- Multiple defects/misuse may result in replacement instead of repair. Excessive damage may not be fully repaired/replaced.
- Non-transferable contract.

\* Lead time: in average business days, excluding transit

\*\* Free return for Benelux & France: we send you repaired material for free - Free pick up: we arrange pick up of defect material at your preferred location

### Supported brands:





## Deployment Services

### LEVEL 1

1

#### EQUIPMENT PREPARATION

Provide a basic, ready-to-use setup with minimal effort on your side.

##### What's Included?



- Loading the agreed OS
- Charging batteries, inserting SIMs, labeling boxes
- Basic functionality checks (connectivity, etc.)

##### Benefits



- **Quick Start:** Devices are ready out of the box—just power them on.
- **Minimal Setup:** No extra configuration steps required on your end.

### LEVEL 2

2

#### EQUIPMENT STAGING

Deliver a fully configured, secure environment ready for immediate deployment.

##### What's Included?



- Installing and updating your business apps
- Configuring barcode/RFID scanning tools
- Network setup (Wi-Fi, security, etc.)
- Locking down OS settings to prevent misuse

##### Benefits



- **Seamless Rollout:** Everything's in place for end users to start working immediately.
- **Reduced Troubleshooting:** Standardized configurations minimize support issues.

### LEVEL 3

3

#### MDM ENROLLMENT

Enable remote manageability for ongoing updates, monitoring, & troubleshooting.

##### What's Included?



- Enrolling devices in your chosen MDM (SOTI, 42 Gears, RemoCloud, Telelogos, Ivanti, Intune, etc.)
- **Option 1:** eutronix handles all MDM management for you (updates, monitoring, troubleshooting)
- **Option 2:** Training and handover, so your team can manage devices independently

##### Benefits



- **Centralized Control:** Oversee your entire fleet from one interface.
- **Faster Issue Resolution:** Reduce downtime with proactive monitoring and quick fixes.

### Supported brands:





## Supported Operating Systems



android



Windows

## Contact our Teams

Need help or have questions? eutronix is available in Belgium, the Netherlands, and France. We're here to assist with any inquiries about our services or company—contact us now!

**eutronix Belgium**

1300 - Wavre

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[Contact us](#)**eutronix France**

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+33 1 34 61 61 46

[Contact us](#)**eutronix Netherlands**

4744 RZ Bosschenhoofd

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[Contact us](#)**About eutronix**

- Dynamic company specializing in hardware solutions and electronic automation equipment
- Value-added distributor
- Founded in 1999
- Headquarters in Belgium
- Branches or subsidiaries in France, the Netherlands and the United Kingdom
- A team of 40+ people

**eutronix's markets**

- Healthcare
- Hospitality
- Retail
- Leisure
- Transport & logistics
- Industry
- Access control & people identification
- Signalling
- Field service
- Oem & IoT