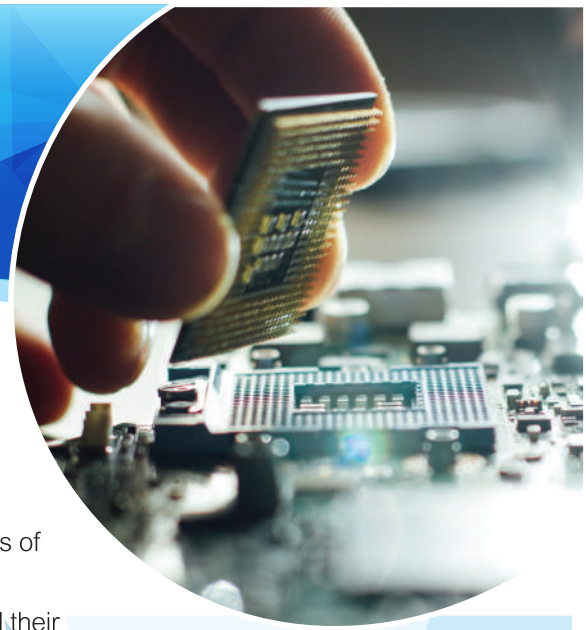




365 Service Plus



About Million Tech

Million Tech Development Ltd. has been in business for 30 years and has provided one-stop professional and reliable IT services and solutions. Our maintenance and technical support services are now upgraded to serve in 365 days.

We have more than 70 IT professional staff, most of them have over 10 years of professional maintenance experience and are familiar with repairing different brands of retail system hardware, bar code printers, mobile terminals and bar code scanners. According to our service performance survey in 2017, our engineering staff showed their expertise and friendly attitude. They helped customers repair hardware in a short time to resume the business operations. The average satisfaction of our customers exceeded 4.5 points* (out of 5 points). This shows that we are supported by the customers.

*Result from On-site Service Performance Survey (Apr 2017 - Mar 2018)

Our Mission: “Our Service is to Reduce Service!”

We provide 365 days of professional **Maintenance Service, Scheduled Inspection and Failure Analysis**, to minimize the risk of hardware downtime and other avoidable failures. The goals of **365 Service+** are to save our customers’ maintenance time and cost, prevent failures from affecting frontline operations and reduce the workload required for back-office technical support, ultimately to achieve a win-win situation.

Our Services

365 Service+ opens from 9am to 10pm, 365 days per year (including Sunday and Public Holidays). Our services include:



Preventive Maintenance

The purpose for **regular inspection** of products is to optimize the reliability of hardware by taking proactive precautions to reduce the risk of hardware downtime and other avoidable failures.



Onsite Service Support

Our engineers will arrive at customer site (except Islands Districts) **within 4 hours** to carry out inspection and maintenance.



Technical Support Hotline

We provide technical support hotline for **365 days a year from 9 am to 10 pm** (including Sundays and public holidays), to handle customers’ inquiries instantly by our professional IT team.



Emergency Hardware Loan Service

We can provide **temporary loan** of equivalent or compatible products, to help customer resume the business as soon as possible, when the equipment cannot be repaired immediately.





Our Pledges

Million Tech is customer oriented. We are keen on providing the best customer services to fulfill the changing business needs of our customers.



Quick Response to Customers' Needs

1. We promise to arrive at the customer site (except islands districts) within 4 hours for maintenance.
2. We provide Emergency Hardware Loan Service.



Clear Maintenance Workflow

1. After each onsite maintenance work, our engineers will report the progress to the customer immediately and inform the customer if follow-up actions are necessary.
2. This workflow enhances the transparency of maintenance work and customer satisfaction.



Mechanism of Service Performance Survey

1. We will invite randomly selected customers to participate our monthly On-site Service Performance Survey.
2. We listen to customers' opinions to further improve our services.

Maintenance Service Plans

We provide annual based and ticket based hardware maintenance plans for retail POS system and Auto-ID products.

Service Plan	Annual Based Hardware Maintenance		Ticket Based Hardware Maintenance
	Plan A	Plan B	Plan C
Service Coverage	The POS Terminal, Receipt Printer, Barcode Scanner and Cash Drawer, etc. The Barcode Label Printer, Handheld Terminal and RFID Products, etc.		
	ALL spare parts included (Except consumable parts or misuse)	Spare parts not included	Spare parts not included
Technical Support Hotline	Unlimited times		Depend on number of tickets purchased
Onsite Service Support	Unlimited times		Depend on number of tickets purchased
Emergency Hardware Loan Service	√	X	X
Preventive Maintenance	1 time		X

Contact Us: If you have further enquiries, please contact us for more information & discussion.



Million Tech Development Limited

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