



Maintenance Solutions

Responsive service for your equipment needs



Cennox is a national multi-vendor technology service provider. We understand that for many of your customers, brand loyalty begins at the self-service terminal and our goal is to provide best-in-class service and cost-effective solutions for your ATM/ITM/BTMs, Cash Recyclers, SmartSafes, Kiosks and all attendance-related technology.



First Line Maintenance (FLM)

General services that do not require a tool or a part to address, i.e. clearing jams, general cleaning of equipment, and issue identification.



Second Line Maintenance (SLM)

Services necessary to provide remedial hardware repair, initial preventative maintenance, and ongoing scheduled preventative maintenance.



Per Trip Maintenance Packages

We provide service on an as-needed basis with pricing established based on geographic zones, allowing you confident coverage when you need it.



Remote Management

Providing comprehensive remote diagnostic service of your equipment.

- ▶ Multi-Vendor ATM/ITM/BTM
- ▶ Multi-Vendor Cash Recyclers
- ▶ Electronic Security Equipment
- ▶ SmartSafes/Traditional Safes
- ▶ Door and Access Systems
- ▶ Conventional Equipment
- ▶ Small Equipment
- ▶ Kiosks/Self-Service Terminals
- ▶ Pneumatic/Drive-Up Systems
- ▶ EV Charging
- ▶ Advanced Exchange and Depot Services

Let Cennox be the partner you count on to build a custom maintenance solution tailored specifically to meet your unique needs.

For more information contact our Service Support Team:

Phone: 1-800-456-4848 menu opt. 2

Email: us.svc.salesexchange@cennox.com

info@cennox.com | www.cennox.com



CustomerSource

An easy to navigate, resourceful customer service portal.

24/7 access to real time and historical data on service call status, contract documents and financial details.

- ▶ Place service calls on-line anytime
- ▶ Check estimated time of arrival
- ▶ Pull historical service call information
- ▶ Search, view and print outstanding & historical invoices
- ▶ View current contracts and associated equipment
- ▶ Client managed access



With **400,000+ devices supported** nationwide and **60,000+ work orders** completed each month, our maintenance services provide best-in-class ongoing support to **over 15,000 customers** in every US continental state.

Additional add-on routine or one-time services



Additional Preventative Maintenance



ADA Compliance Surveys



ATM/ITM Scheduled Cleaning



Lighting Compliance Surveys

Our flexibility, training, experience, and solutions make us a responsive service source for all your self-service equipment needs.

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Cennox has offices across the US, as well as offices in the UK, Ireland, Belgium, Netherlands, and Sweden.