

HandPunch Courier Swap-out Service

HANDPUNCH 1000

The Hand Punch 1000 biometric hand reader is manufactured by Ingersol Rand and has sold in large numbers throughout the world, including major UK high street retail chains, hotels, factories, building contractor sites and offices.

LOCATION

Because the hand reader uses optical technology there are some considerations to be made when considering its location. The Hand Punch should not be placed in an area where it is exposed to direct sunlight. This could affect the unit's ability to reliably identify employee hands.

The Hand Punch has a minimum operating temperature of 5 degrees Celsius. So the Hand Punch is not suitable for outdoor or cold environments unless a heating device can be installed to raise the local ambient temperature.



This is an annual, rolling contract that provides a replacement HandPunch terminal by courier to replace a faulty or damaged terminal. The customer is responsible for swapping the terminal and returning the faulty unit for repair. The cost of the repair of any returned faulty units is inclusive in the contract.

The procedure is as follows:

- Customer informs calls Egress Systems of a fault with a HandPunch terminal.
- Egress Systems advise on any remedial action that should be taken to cure the problem.
- In the event that the problem cannot be resolved Egress Systems will dispatch a replacement unit a via next day courier service to the customer.
- The customer should replace the faulty terminal and return it in the packaging provided via a next day courier to the address provided by Egress Systems. The faulty terminal must be dispatched no later than the next working day following receipt of the replacement unit.

Customers can optionally request a support visit from an Egress Systems engineer at the call out rate applicable at the time.

PLEASE NOTE: Terminals damaged through misuse, vandalism, fire, flood, lightning or power surge will be subject to a repair charge up to the cost of a replacement unit.

Further conditions may apply.