

Equipment Support Services

Protect Your Kronos Time Clocks — and Your Peace of Mind

Don't let time clock downtime lower the return on your workforce management investment. Kronos Equipment Support Services is ready to help with complete Kronos time clock support for your solution — as much or as little as you require. Whether you need a replacement device sent to you overnight, can use a backup unit while we repair a faulty one, or simply want access to device software updates, there's an Equipment Support Services option that meets your unique needs.

With Kronos Equipment Support Services you can have confidence that your Kronos time clocks are both secure and fully up to date. Managers and employees can count on the devices working properly when they need them, and you can minimize disruptions caused by hardware problems.



Key Benefits

DEPOT EXCHANGE

- » Replacement unit shipped for next business day delivery
- » Minimize the number of spare time clocks needed
- » Includes access to equipment service packs

DEPOT REPAIR

- » Cost-effective solution for those who keep their own inventory of spare time clocks
- » Includes access to equipment service packs

DEVICE SOFTWARE MAINTENANCE

- » For those who choose to manage their time clock repair
- » Includes access to equipment service packs



Equipment Support Services Options

Depot Exchange

If you experience time clock problems that can't be solved through remote fault isolation, for a speedy response to your emergency, Depot Exchange sends you a replacement on an advance exchange basis. You simply report the faulty time clock to your Kronos Support Services group and we'll send you a replacement time clock right away. If we can't resolve the issue remotely, we'll send you a replacement unit in exchange for the malfunctioning unit. This service option includes access to equipment service packs/firmware updates available on the Kronos Community.

"Having Depot Exchange as part of our contract has made managing 46 devices spread out around the country easy. I know that I can call anytime we experience a problem and get a replacement."

Kronos Healthcare Customer

Depot Repair

When time clock problems can't be solved through remote fault isolation, you can send us your device for repair. Depot Repair is a cost-effective maintenance service that helps to ensure continuity of your equipment. This service option assumes you maintain a small stock of replacement units and have the capability to swap out faulty devices. When you experience a time clock problem, simply report the faulty device to your Kronos Support Services group, and we will attempt to resolve the issue remotely. If the problem can't be fixed remotely, simply return the device to us for repair. We'll ship the repaired device to you within 10 working days of receipt at Kronos. A replacement unit is not provided with this option. Depot Repair includes access to equipment service packs/firmware updates available on the Kronos Community.

Device Software Maintenance

For those Kronos customers who choose to manage time clock repair themselves and just want access to device software updates, Device Software Maintenance is an ideal choice. This service option lets you download equipment service packs from the Kronos Community to ensure that your time clock software is always up to date. This option does not include any repair or exchange services.

"It is hard to argue that a replacement clock being delivered within 24 hours is less than satisfying. Depot support is great."

Kronos Hospitality Customer

Get the experience you expect

Kronos offers the domain knowledge and technical insight to recognize opportunities for improvement that will help unlock the full value of your workforce management solution. The easy-to-own workforce management solutions and services from Kronos make complete automation and high-quality information a reality and deliver the experience you expect.

"The case was processed efficiently, with the end result that the time clock was sent in for repair, repaired, and returned quickly."

**A Kronos Manufacturing Customer
who used Depot Repair**



Workforce Innovation
That Works™

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