

JARLTECH

Premium Distribution



SERVICES
INT 2022



PREMIUM DISTRIBUTION . . .

. . . because we're fast!

We specialise in the distribution of technical products that improve processes, facilitate work and increase efficiency in warehousing, retail, logistics, hospitality, field service, industry and healthcare. This fits perfectly with our DNA: as an owner-managed company, we rely on quick decisions, flat hierarchies and a reliable, cross-departmental way of working. You will never hear that we have to implement the requirements of our US headquarters or wait for a supervisory board decision.

No outsourcing, instead we have all the expertise in-house

- Own expertise in-house
- Own ERP system for maximum flexibility

As a premium distributor we place high demand on our own skills – therefore we do not outsource work. We do not understand why some distributors simply outsource their logistics. We invest into powerful teams and their continued training. This allows our teams to work fast – giving you even faster quotations, information, customer limits and other decisions. Plus, we rely on our own ERP system. This not only helps us with planning and management, but also gives us maximum flexibility for you.

Quick delivery

- Orders placed by 21:30 are processed the same day
- Our own trucks commute between Jarltech and UPS until 23:00
- Daily trips with our own sprinters to Austria and France
- Pallet shipping the same day until 16:00
- Upon request, a 4-hour delivery within a radius of 150 km
- UPS Express deliveries (for an additional charge)

Your customers do not want to wait, but rather, receive their goods as fast as possible – and you want to sell to exactly these customers. No problem – we support you with fast delivery. We process all incoming orders on the same day – until 18:30 by

phone and online even until 21:30. Our own vehicle fleet is there to quickly transport your goods from us to you, or your customers. Because it is our ambition – that is part of our DNA. By the way, we will gladly scan your stationery and print the delivery notes for direct shipment to your customers.

Reliable, secure delivery

- Four-eyes principle and camera inspection during shipping
- Double scan for each product
- Safe packaging to avoid damage

Your order should arrive safely – and exactly as ordered. We want that, too! Our internal process is designed to prevent packing errors and shipping damage. When order picking, a double scan system ensures that you receive exactly the goods that you have ordered. We use the four-eyes principle, as well as cameras, during shipment preparation. This minimises packing errors. Of course, we use safe packaging and packaging material to protect your goods in the best possible way. And in order to live up to our premium standards, we place great importance on our shipping partners. There is a reason why we have not chosen the cheapest parcel and pallet shipper, and it is based on decades of experience. That's why the rate of shipping damage at Jarltech is negligible.



PREMIUM DISTRIBUTION because we offer staging, support & repairs!

- Android staging of mobility devices
- Software staging of POS systems with operating systems and your images
- Pre-configuration of all our products
- Handling of GSM cards
- Installation of peripheral parts (e.g. cutter or interfaces)
- Dust-free application of protective films in a cleanroom environment
- Mounting of devices into vehicle or forklift holders
- Assembly of your kits in separate packaging
- Recording the serial numbers of built-in batteries

Jaritech is happy to do a part of your job: our staging department performs many small and large miracles for you, not only saving your time, but also boosting your sales.

With Jaritech, you also handle large projects without stress during installation. Upon request, we configure POS systems, PCs and mobile computers according to your wishes prior to delivery and send them to you or directly to your customers. Your technicians then only have to set up and assemble the devices – there is no need for time-consuming configuration. No matter whether it's about uploading your own image, including POS software, re-labeling individual devices such as POS printers or scanners with your labels, pre-configuration of handheld devices or simply pre-installing Windows on the compact PC: especially on larger quantities you save a lot of staff costs and time during installation with our attractive packages.



Furthermore, you and your customers gain additional assurance that the purchased system actually works as desired: during configuration, Jarltech meticulously examines the hardware for any possible production errors or damage, so that any defective devices may be sorted out immediately. You too can access your devices via extranet, for example for the individual pre-configuration of IDS monitors. We will gladly explain what we can do for you – simply contact your sales representative!

And even better: via extranet you can also set up the devices directly with us if you need individual configurations. This usually saves at least one shipping route.

Technical support: Technical support on the telephone from Jarltech is free of charge for software houses and system integrators. Regular training courses and high-quality programmes from our vendors ensure that our service personnel is informed about the latest developments and changes. We will gladly assist you with any questions regarding hardware integration and installation. You, as a systems house, take over the software integration and control of the devices. We also provide an extensive support database on our website www.jarltech.com with documents, drivers and manuals.

Repairs & warranty claims: All incoming warranty claims are processed on the same day. If we can locate the defect on our own, we repair your goods as quickly as possible or send them back to the vendor. As a certified Epson and M3 Mobile Service Center, we are able to perform warranty repairs directly on-site. This means that we do not need to send defective devices to the vendor, saving you valuable time. Currently, $\frac{1}{3}$ of all RMA cases are completed on the same day.

Spare part service: Jarltech provides you several hundreds of thousands of spare parts from various vendors. For example, we are an official spare part supplier for Epson POS printers and Zebra label printers. Jarltech's internet support section of the website contains exploded views for many products; these will help you to easily identify and order complete modules, worn parts, even single screws and other small parts.

Epson **Service** Center



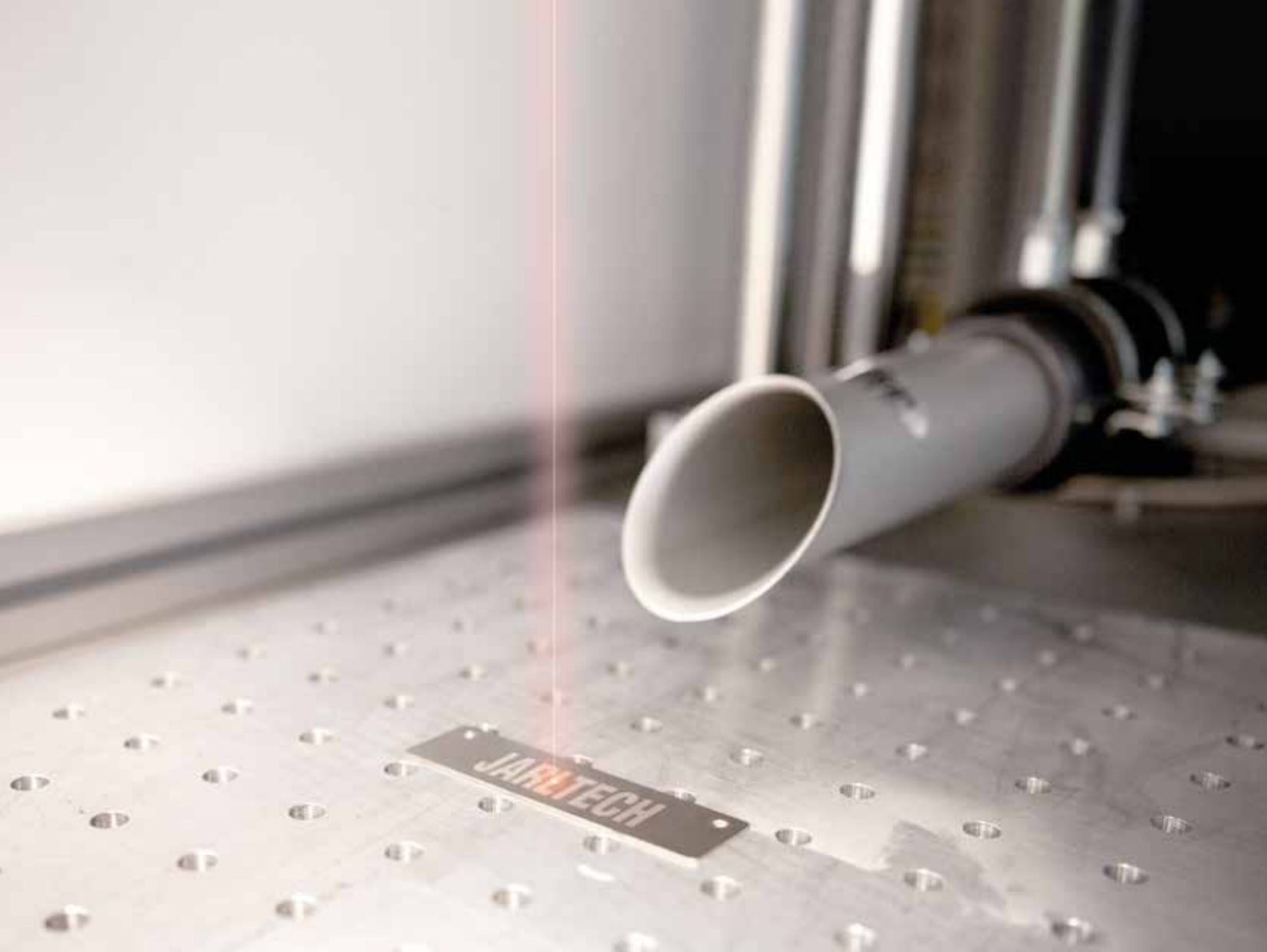
PREMIUM DISTRIBUTION because we customise!

Be even better noticed by your customers! This can be done in a variety of ways: upon request, we place your logo on products or foil your kiosk systems, support you with events and seminars and provide you with your own marketing materials. But that's not all, we also offer you ...

- ... neutral or individual packaging for direct shipping to your end customers and delivery of goods with your delivery note layout
- ... your own logo on the product
- ... your own marketing materials
- ... kiosk systems with foiling according to your wishes
- ... individual assembly and packaging of products

- ... neutral and individual catalogue
- ... e-mailing service
- ... event and seminar support

Our dealers are constantly coming up with new ideas on how we can reduce your workload and speed up processes. Please contact us at any time.



... because we create something that lasts!

We expanded our premium service for you and now offer you high-quality, custom laser engraving for your products, even with DPM barcodes! Engravings can be made on the products directly or on their existing type plates – from logos to specifications, almost anything is possible.

- Any material can be engraved – with some exceptions, such as wood or glass
- The maximum height of a workpiece to be engraved is 39 cm
- The dimensions of the engraving chamber are 75 cm (W) × 34 cm (H) × 45 cm (D)
- It is possible to produce engravings up to a size of 137 × 137 mm



PREMIUM DISTRIBUTION because we offer you service!

Safety made simple: One-Click Service Contracts

Buy additional security that you and your customers need for only a few euros extra! Jarltech's one-click service contracts are easily ordered with your products online with a single click or conveniently over the phone. The services are available for many devices of your choice – forms and applications are not necessary. Simply decide one or both of the following service options when you order your hardware:

Extended Warranty

Many of our products are available on request with an optimised warranty period – independent of the original manufacturer's warranty. Your investment is thus safe from hardware failures and defects over a period of three years. Protect yourself additionally against downtimes by combining the warranty extension with the advance replacement service.

- Three full years warranty - independent of the manufacturer's warranty
- Simple and fast processing: without forms
- Can also be combined: advance replacement service and warranty extension

Pre-exchange Service

If a unit purchased with the advance replacement option fails during the warranty period, all you have to do is call us and we will immediately send you an equivalent unit.*

Only then do you send the defective unit back to us. You simply keep the replacement unit and do not have to exchange it again. The advance replacement service is valid for the duration of the manufacturer's warranty or, if purchased, also for the extended warranty period.

- Immediate assistance in the event of failure during the warranty period: You will receive a replacement unit* immediately
- No waiting time – reduce your downtime costs to a minimum
- No hassle service: You simply keep the replacement unit and send the defective one to Jarltech

* Availability provided





Full Cover Warranty

The full cover warranty offers you excellent protection against damage that is not covered by the manufacturer's warranty. Whether it's from dropping or heavy use, negligence or untrained staff – expensive repairs or surprise maintenance costs for new hardware are a thing of the past with the full cover warranty. If your device fails during the first three years after purchase, no matter why, we will repair it or replace it with one of equal value, without forms and without long cost estimates. Excluded are all wearing parts, such as consumables, batteries, print heads, etc. The warranty covers all damage to the hardware that is not caused by vandalism, fire or deliberate destruction.

- The full cover warranty covers all damage to the hardware – including non-warranty cases
- Longer security: The all-inclusive warranty extension to three years is already included
- More planning security for you: no unexpected repair costs, no surprising bills





PREMIUM DISTRIBUTION because with us you can test!

Jarltech demo device

Convince your customers with product features and on-site presentations! The tangible presentation of the hardware is much more convincing than just showing data sheets and pictures of the devices. Systems that can be touched and tested install a bond in your customers and more easily compare the features of the various devices. He therefore makes his purchase decision more soundly and with a long-term confident feeling.

Jarltech offers you the opportunity to use our demonstration hardware for ten days' testing. Almost any product in Jarltech's portfolio is available as demo hardware in one or more variants. Choose the right hardware for your application from our large demo pool and we will send it to you for testing. You receive most of the devices free of charge, and some for a small fee, which is reimbursed to you with your purchase. Also, our rental hardware is ideal for customising your software or for developing your own drivers and applications for the devices. At the end of the trial period, please return the demo devices, or purchase it if you wish to retain it.

Presentation hardware is usually available at short notice and quite easily. Please note that there may be a waiting list for some devices. If you need a presentation unit, please contact your sales representative. He will be pleased to explain the exact procedure and will work with you to find the appropriate version for your application and a suitable date.

- We will provide you with a demo device for presentations for a few days
- For practical demonstrations with your customers: convince them with tangible sales arguments
- To easily customise your software: as a reference device for your programmer
- Many devices at no charge for 10 days to test
- Large selection and short waiting time: almost every device in our catalogue is available as a demo at short notice