After Sales Support

Secure added value

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CTL Support Promise

Currency Tech Ltd (CTL) is the largest independent supplier of cash handling equipment within the UK market. Our cash processing products can help you save time, reduce cost and improve the overall productivity of your cash handling process.

With the increase in cash transactions, more and more companies are looking at the opportunity to improve cash security and process efficiency.

All our products come with the option of the “CTL Support Promise” giving the customer total peace of mind with every purchase.

Support Promise - Maintenance Plan

To ensure that you have assistance when you need it most, CTL have a fully comprehensive range of maintenance plans, from a 1st year upgrade that incorporates guaranteed response times with an annual pre-planned maintenance visit, to extendable plans that cover the product throughout its lifetime.

CTL offer a range of standard maintenance plans with the option of a 24 hour or 48 hour response time. CTL can also offer bespoke service plans with guaranteed response times to suit all customer requirements, providing you with peace of mind that fully trained engineers can be on site within hours. The CTL Support Promise can also be taken for OEM products not sold by CTL.

Why use CTL Support Promise - Maintenance Plan?

• Planned preventative maintenance visits
• Routine system health checks
• Dedicated help desk
• Guaranteed call-out response times
• Minimised downtime
• Loan machines when timely repairs cannot be effected
• Unlimited reactive call-outs
• All spare parts included (excluding consumables)
• Operator re-training
• Management reports

Peace of Mind

After Sales Service - CTL Support Promise

For those customers who do not wish to benefit from the CTL Support Promise - Maintenance Plan, CTL can still offer a pay-as-you-go on-site Support Promise. CTL prides itself on after-sales support and has a fully skilled installation and service resource that operates nationally. All CTL’s approved Service Engineers are trained in-house and are equipped with the tools, documentation and support structure that typically delivers a 95% first-time fix for all CTL or OEM cash handling equipment.

Why use CTL?

We have a nationwide network of reactive and planned preventative maintenance engineers covering the UK. Our engineers carry an extensive stock of spare parts and replacement units.

24 hour stock replenishment means that we can replenish an engineers stock from our central stores and hubs located throughout the UK daily.

Our excellent field engineer base, combined with superb parts and administrative support operating 7 days a week, makes us a market leader.

CTL have the ability to offer maintenance contracts on competitors equipment as well as our own.

Equipment currently maintained:

• Counter Cache
• Coin Sorters
• Note Counters
• Note Sorters
• Coin Wrappers
• Electronic Call Forward Systems
• Entrance Gates
• Checkouts

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