



T-Cover :

ALL TELLERMATE MACHINES COME WITH OUR STANDARD 3 YEAR T-COVER WARRANTY. HOWEVER FOR TOTAL PEACE OF MIND, TELLERMATE OFFERS CUSTOMERS T-COVER PLATINUM, A COMPREHENSIVE CUSTOMER SUPPORT PROGRAM, INCLUDING HELP-LINE ADVICE, NEXT BUSINESS DAY REPLACEMENT AND SOFTWARE UPGRADES.

T-COVER PLATINUM WILL BENEFIT YOUR ORGANIZATION BY MINIMIZING DISRUPTION AND DOWNTIME. OUR EXPERIENCED T-COVER ADVISORS MAXIMIZE THE PRODUCTIVITY OF YOUR TELLERMATE INVESTMENT.



WITH T-COVER PLATINUM YOU RECEIVE :

- **Help Line Support**
Customers have unlimited access to the T-Cover Help Line for support.
- **Equipment Replacement**
Where faults are not resolved over the phone, replacement equipment will be shipped within one business day*
- **Accidental Damage**
Replacement equipment will be shipped within one business day*
- **Software Upgrades**
When new currencies are issued that require a software upgrade, you will receive the upgrade free of charge.
- **Priority Service**
T-Cover Platinum customers receive priority treatment on all new orders, guaranteeing swift delivery of replacement equipment.

T-Cover Helpline
1-800-TEL-MATE

PERFORMANCE ISSUES WITH YOUR HARDWARE OR SOFTWARE CAN HAPPEN AT THE MOST INCONVENIENT TIMES AND WE KNOW YOU CAN NOT AFFORD FOR YOUR PROCESSES TO BE COMPROMISED.

RELIABLE MAINTENANCE CONTRACTS AND WARRANTIES ARE THEREFORE ESSENTIAL INGREDIENTS FOR ANY BUSINESS. TELLERMATE IS PLEASED TO OFFER T-COVER PLATINUM, THE MOST COMPREHENSIVE MAINTENANCE SUPPORT PACKAGE FOR CASH COUNTERS IN THE MARKET.

With T-Cover Platinum you can also protect older products that are no longer covered by your original Warranty. Our T-Cover Platinum warranties are renewable on an annual basis and provide customers with total peace of mind and a comprehensive customer support package.



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| Help Line Support | Unlimited access to T-Cover Help Line for support. | Problem Resolution Only. |
| Equipment Replacement | Replacement equipment shipped out within one business day* when problem not resolved over the phone. (Standard Ground or Overnight Delivery Options are available.) | When problem not resolved over the phone, machine can be sent in for repair. (Please note: warranty only covers normal wear and tear.) |
| Accidental Damage | Replacement equipment shipped out within one business day* when problem not resolved over the phone. (Standard Ground or Overnight Delivery Options are available.) | Chargeable repair or purchase of new unit. |
| Software Upgrade | When new currencies are issued that require a software upgrade, you will receive the upgrade free of charge. | Software updates can be purchased. |
| Priority service | T-Cover Platinum customers receive priority treatment on all orders. | Standard service for all orders. |
| Training | User training is an optional feature that can be added to your coverage for an additional fee. | User training is an optional feature that can be added to your coverage for an additional fee. |

Call us now for more information.

T-Cover Helpline
1-800-TEL-MATE

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T-Cover Warranty and T-Cover Platinum upgrades do not cover malicious damage, accessories or consumables.
*Subject to full terms & conditions

Tellermate.com