



# Technology Solutions for Increased Service Profits



Providing Superior aftermarket support for Original Equipment Manufacturers and Field Service Providers

For more than 40 years Hytec's unmatched level of technical expertise and experience in electronic board repair, assembly rebuild, and service logistics has excelled at complementing any service or manufacturer support program. With comprehensive support in the **Finance and Retail industry**, Hytec offers electronics manufacturing services for OEMs through various service solutions provided directly to manufacturers or field service organizations. Located in **Orlando, FL** our **65,000 sq. ft. Repair Center and Warehouse** houses hundreds of test beds for each OEM supported.



## Infrastructure & Capabilities

Providing Service & Technical Solutions since 1981, Hytec complements any Service or Manufacturer Program:

- Proven Ethics and Integrity
- Dedicated Customer Service
- Quality Management Program
- Real-time Website
- State-of-the-Art Facility, 65k sq. ft.
- ESD Controlled Facility
- Established Safety, Recycling, and DEP Programs
- Process-Driven QMS
- Expertise in Service Solutions for After-Market Support
- Trusted by Major OEMs



## Individual Solutions by Industry

Hytec works with the OEM to develop solutions specific to their industry needs:

- Office Imaging
- ATM, Banking and Cash Handling
- POS and Barcode Printers
- Kiosks, Vending, & Mailbox Systems



## Superior Support

With comprehensive support in the Finance and Retail industry, Hytec offers electronics manufacturing services for OEMs through various service solutions provided directly to manufacturers or field service organizations.

- Turn-Key Genuine OEM Repair Programs
- Manufacturer Warranty Processing
- Inventory Management + Reverse Logistic Solutions
- Reduced Administrative Expenses
- Increased Brand Satisfaction
- Multi-Product Solutions
- Multiple Service Options



## Aftermarket Support

Hytec provides superior aftermarket support for field service providers for the following:

- Nautilus Hyosung
- Diebold
- Crane/MEI
- GRG
- Triton
- Glory
- NCR
- Tidel
- Fujitsu

In addition to specializing in circuit board repair, Hytec provides repair and replacement services for PC cores, power supplies, cassettes, card readers, print controllers, dispenser assemblies, printers, and LCD monitors and displays. Other complementary offerings include a bank scanner repair program for OEM products including **Canon, Burroughs, CTS, Tellerscan, Panini** and **Unisys** check scanners. All these services are offered through our Repair Programs which include inventory management and logistics solutions.

For more information on our service programs or to request a complete catalog, contact our team at [infoRFI@hytecrepair.com](mailto:infoRFI@hytecrepair.com) or visit us online at [www.hytecrepair.com](http://www.hytecrepair.com) for real-time parts availability and pricing.



## Electro-Mechanical + Sub-Assemblies

Hytec has a solution for electro-mechanical assemblies that commonly fail due to wear and component failure. Hytec has extensive experience repairing electro-mechanical assemblies and standard repairs along with standard wear items replaced for a thorough rebuild of the product. Hytec provides a 90-day warranty on workmanship and parts. Hytec provides fast, economical, high quality repairs on units such as:

- Printer Assemblies
- BNA (Bundle Note Acceptors)
- CDU (Cash Dispensing Units & Sub-Assemblies)
- Card Readers
- CCiM (Cash & Check-in Modules)
- Cassettes
- BCA (Bundle Check Acceptors)
- Receipt Printers



## Circuit Board Repair

Circuit boards are among the most costly parts to replace during field service of equipment. The Hytec repair process is developed for each item using our capability to reverse-engineer, trouble-shoot & develop testing to duplicate the environment where the equipment is used to ensure the highest level of quality. Our circuit board repair services can reduce your parts cost and improve your first-call effectiveness.

- Consistent and Reliable Repair Process
- RoHS Lead-Free Compliant Process
- Preventative Maintenance Performed
- Certified Functional Live-Test
- Full 1-Year Warranty
- Independent Quality Inspection



## Depot Repair & Exchange

Hytec provides custom services for our customers who require whole unit repairs or refurbishment. We can provide these repairs through our repair and return service, inventory management or advance exchange swap program. We have the technical team that has capabilities to repair entire units, quality test and prepare shipment with reverse logistic solutions. Examples of products that work well with whole unit depot repair are: **Barcode Printers, Check Scanners, & Receipt Printers.**



## Power Protection & HDD Solutions

Hytec offers products for additional protection and security:

### Power Protection

Hytec offers a full suite of products allowing us to provide a complete power quality solution for the Retail & Financial Industry. Hytec can help you prevent, monitor, analyze & resolve power issues with our industry-leading power quality devices.

### Hytec Drive Secure<sup>SM</sup>

Hytec Drive Secure<sup>SM</sup> provides full hard drive sanitization and data destruction services based on your needs. The Hytec Drive Secure<sup>SM</sup> program is fully insured and bonded.



## Our Services

Hytec offers multiple services to provide customized solutions to OEMs + Dealers:

### [Advance Exchange](#)

When you place an advance exchange order, a repaired part is sent to you the same day along with a prepaid return shipping label for the return of the defective part. Our advance exchange service allows 30 days to return a repairable core.

### [Repair & Return](#)

For the repair and return service option, your defective parts are sent directly to Hytec, repaired, and returned back to your location. All repaired boards come with a one-year warranty, and 90 days on electro-mechanical assemblies.

### [Power Quality Solutions and Hard Drives](#)

Hytec provides power protection and hard drive solutions which can be ordered via Hytec's website for shipment to any location either direct to a field technician, customer site or branch offices.

### [Board Bank Program](#)

Hytec manages customer-owned inventory and ships as required by the next business day direct to the field. Best for multi-branch field service operations.

### [Depot Repair](#)

Hytec provides custom services for our customers who require whole unit repairs or refurbishment. We can provide these repairs through our repair and return service, inventory management or advance exchange swap program.

### [Distribution & Reverse Logistics](#)

Hytec has worked with multiple manufacturers and national service organizations since 1981 to develop smooth and efficient distribution and reverse logistic solutions for products placed in the field. We have the solutions to enhance the service organizations support of products that have failed in the field.

## Not seeing your product listed?

No problem. Hytec is always interested in expanding our repair services.

Hytec may be able to assist you with your repair and logistic requirements. If you are looking for a quality solution to reduce your service costs, please contact us today at [InfoRFI@hytecrepair.com](mailto:InfoRFI@hytecrepair.com)

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