



It is extremely important to you and your business to remain operational. The Gold Care program is the highest level support plan offered by ECRS that covers your hardware in the event of failure. This program has helped many of our retailers achieve minimal downtime when experiencing issues with defective equipment and so much more. The Gold Care program allows retailers to remain operational and have replacement hardware on site the next day, keeping their operations flowing and their customers happy.

## What is Gold Care?

Gold Care is an overnight parts replacement service designed to provide redundancy for your point of sale hardware. With the help of an ECRS technician via phone support, Gold Care is the top-notch way to ensure defective hardware doesn't disturb your operation. This is not a warranty extension or warranty overlap. However, we do replace defective devices with a new or like-new device that is from our Gold stock. Gold stock is typically repaired or refurbished devices in like-new condition. This efficiency helps keep the cost of this service affordable.

## What is included with Gold Care?

The biggest component of the Gold Care plan is peace of mind. Your store can be affected by the smallest device not functioning which can diminish the consumer experience you've worked hard to enhance. With Gold Care, you can rest easy knowing that we will guide you through a combination of online, phone, overnight hardware replacement, and on-site support. Don't waste weeks of making warranty claims to get new hardware. This affordable plan comes with everything you need to operate at peak performance and focus on what really matters, your customers.

### BENEFITS OF GOLD CARE

- ▶ Minimal downtime
- ▶ Enhanced customer experience
- ▶ Overnight hardware replacement
- ▶ Exceptional service
- ▶ Over-the-phone and on-site support
- ▶ Avoid the hassle of manufacturer warranties