

Advent ATM Maintenance Services deliver quality full service maintenance solutions that will result in optimum performance of your network.

Advent ATM Maintenance Services provide:

- **TOTAL CUSTOMER SATISFACTION**

We are not satisfied until you are. When you call with a service need or question, you receive prompt, courteous attention. Our management & staff will proactively address service issues and discuss any of your changing service requirements.

- **RESPONSIVE SERVICE**

Our primary objective at Advent is to maximize the availability of your equipment by providing rapid response and minimizing unnecessary downtime.

- **QUALIFIED AND EXPERIENCED STAFF**

Our technicians have been selected because of their extensive experience with financial equipment. Our technicians have been trained to provide service on a wide variety of banking equipment. Our management team is experienced in managing technicians, parts inventory and resolving equipment problems. We provide ATM parts, parts repair services, and technical support to ATM maintenance companies across the country, including ATM manufacturers.

- **LOWER COSTS**

Our contract rates for ATM maintenance are considerably less than our competitors. Additionally, Advent has both an extensive parts inventory and an in-house depot repair center, all working to provide you with the parts and equipment that you need at a very competitive price.

- **ONE STOP PROVIDER**

We provide all financial equipment products and services for financial institutions.

- **LOCAL AND INDEPENDANT MANAGEMENT**

Advent management is locally based, enabling us to respond to changing market conditions and your service needs.



Advent Automation, Inc.

7466 New Ridge Road, Suite 18
Hanover, MD 21076
410-850-5400
877-809-7913 toll free
410-850-7575 Fax

ATM Maintenance

First Line Maintenance

- Clear card or form jams
- Clear dispense jams
- Form replenishment
- ATM appearance maintenance
- Unlimited number of calls
- 1st line service is performed by qualified 2nd line technicians so the ATM is repaired in one trip.

- **Second Line Maintenance**

- Parts and labor included
- Emergency response to ATM failures
- Scheduled preventive maintenance
- Communications support
- Unlimited number of calls
- Equipment upgrades
- Monthly performance reporting.



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