



Our service for your payment terminal

Switzerland

Payment terminals	<p>Desk 3500, Move 3500, Lane 5000, e355, yomani, yoximo, xenta, davinci</p> <p>Please have the following information ready each time you contact the hotline:</p> <p>Contract partner number _____</p> <p>Terminal ID _____</p>
Technical hotline	<p>Phone number +41 58 399 5111</p> <p>Opening hours 24/7</p>
Fault clearance and maintenance	<p>Repair and service hours</p> <p>Send by post Monday–Friday Comfort service package The Contracting Partner sends the defective terminal to SIX Payment Services at its own cost. The terminal is usually repaired the day it is received by SIX Payment Services or on the following working day. Once the fault is cleared, SIX Payment Services returns the terminal to the Contracting Partner by post.</p> <p>On site within 24 hours Monday–Saturday, 8 a.m.–6 p.m. Pro service package, short-term and seasonal rental Repairs take place at the terminal’s location following consultation with the hotline. Action is taken within 24 hours of fault notification.</p> <p>On site within 5 hours Monday–Sunday, 8 a.m.–6 p.m. Pro+, Top Account service packages Repairs take place at the terminal’s location following consultation with the hotline. Action is taken within 5 hours of fault notification.</p> <p>Maintenance and inspection Monday–Friday, 8 a.m.–6 p.m. Pro, Pro+ service packages Annual maintenance is carried out at the terminal’s location once a date is agreed between the Contracting Partner and SIX Payment Services.</p>
Address	<p>To send in defective terminals SIX Payment Services Ltd Service & Repair Center Ifangstrasse 11 8952 Schlieren Switzerland</p>

Your local point of contact can be found at: www.six-payment-services.com/contact

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