



ZAXBY'S



Services for Zaxby's

PLATINUM



Onsite coverage for all equipment
– POS, Peripherals, Tablets and
Kitchen Equipment

GOLD



Onsite coverage for POS, Tablets,
and Kitchen Equipment
Advance Exchange coverage for
Peripherals

SILVER



Onsite coverage for POS only
Advance Exchange coverage for
Peripherals, Tablets, and Kitchen
Equipment

*Existing kitchen equipment may be replaced by like or better models as approved by Zaxby's Corporate.

Package Details

EQUIPMENT TYPE	DETAILS	DESCRIPTION
POS	<ul style="list-style-type: none">• EverServ® 600 POS Terminal and included features	<ul style="list-style-type: none">• ES600 POS Terminal• ES600 3 Track MSR• ES600 9.7" Graphical Customer Display• Power Cord
Peripherals	<ul style="list-style-type: none">• Cash Drawer• PAR Triple Interface Receipt Printers• All Scanners	<ul style="list-style-type: none">• PAR Cash Drawer - Dual Media Slots (Domestic till with Cable)• PAR Triple Interface Printer -USB, Serial and Ethernet• 1D/2D Bar Code Scanner - Motorola DS9308 USB• 1D/2D Bar Code "Gun" Scanner - Zebra DS4608 USB
Tablets	<ul style="list-style-type: none">• 1 Tablet• 1 Docking Station	<ul style="list-style-type: none">• AR Tablet 10 - 10" Tablet Apollo Lake E3940 CPU, 4GB/64GB• Docking Station of Choice
Kitchen	<ul style="list-style-type: none">• Touch Screen Kitchen Monitors• Bump Bars• Kitchen Video Controllers• Sticky Label Printer	<ul style="list-style-type: none">• 24" ELO Touch Screen Monitor• Wired and Wireless Bump Bars KP7500, KP9000• QSR Automations Controllers DE4000, DE7500, HPt460• Bixolon SE3000 or Epson L90

Onsite Service

- With over 150 technicians with an average of 16 years' experience, we cover all 50 states with overlaps to ensure on-time service and quality.
- Our techs have everything you need on hand, in stock and ready to go - don't wait for replacements to arrive.
- With each service call, we perform preventative maintenance and proactively identify issues to minimize future downtime.

Advance Exchange

- For all requests received by 3 PM EST, equipment will be shipped overnight same day, including Saturday delivery where available by market.
- Defective hardware can be returned in the same box that the replacement arrives. As a courtesy, PAR schedules FedEx pickup 3 days after the replacement arrives.
- AE is ideal for non-critical components like printers, cash drawers, scanners, and other peripherals.

Onsite Service Priority Levels for Response And Restoral

As determined by the Zaxby's or PAR Support Teams, a PAR Customer Experience Tech will be dispatched to your restaurant if repairs or replacements for covered devices are needed, following these priority schedules:

COVERAGE LEVEL	COMPONENTS	COVERAGE PERIOD	RESPONSE	RESTORAL	SLA COMMITMENT
PRIORITY 1	POS Terminals	8 AM – 11 PM local time, Sunday thru Saturday, excluding PAR Holidays	4 contract hours	8 contract hours	90%
PRIORITY 2	<ul style="list-style-type: none"> • Kitchen Controllers • Kitchen Monitors • Kitchen Expo Printers 	8 AM – 11 PM local time	8 contract hours	Next contract day by 12 PM local time	90%
PRIORITY 3	<ul style="list-style-type: none"> • Tablets • Scanners • Cash Drawers • Receipt Printers • Bump Bars 	8 AM – 11 PM local time, Monday thru Saturday, excluding PAR Holidays	Next contract day by 2 PM local time	Next contract day by 6 PM local time	90%

Extended Help Desk Support

As of today, Zaxby's Corporate Support Team is available Monday thru Friday from 7 AM to 8 PM for Micros Support. Upon moving to the PAR Brink POS® Solution, you'll have Level 1 support direct from PAR outside of these hours, for critical issues and any technical questions.

PAR will provide the following support Mon-Fri 8 PM – 7 AM EST and Sat/Sun 24 hours:

- First call for critical operational issues:
 - Basic network/ISP troubleshooting
 - Brink POS issues – technical and how-to/operational
 - Payment issues
 - Kitchen Video System issues
- If the issue is not resolved by PAR, PAR will transfer to the vendor as appropriate and close the ticket on PAR's side.
- Next-day handover of tickets to Zaxby's Support Team with status for follow up as required.