



PAR offers flexible hardware maintenance (break-fix) service options so McDonald's operators can choose the level of service that is right for their individual operations. We understand that different organizations have differing service level needs which can vary by each location.

Break-Fix Service Packages

OTP1 Package

Available for all restaurants

OTP2 Package

Available for restaurants with an OTP2 or OTP Pro

OTP Pro Package

Available for restaurants with an OTP Pro

Break-Fix Service Options

PRIORITIES

Priority 1:

Defined as one of the following:

- 50% or more of drive-thru registers down
- 50% or more of front counter registers/kiosks down
- Both sides of KVS down
- Unable to open/close manually

Priority 2:

Defined as any other incident that does not prevent the restaurant from processing customer orders.

RESPONSE TIMES

Priority 1:

Onsite within 4 hours, 6am – 11pm, 7 days/week

Priority 2:

Onsite within 8 hours, 6am - 11pm, 7 days/week (excluding holidays)

Prerequisites include ATOS Helpdesk Support Contract. All hardware must be 100% operational prior to start of contract.

Request for service may be placed with ATOS 24/7.

Advance Exchange shipments are made at 3:30pm M-F and 1pm on Saturdays.

ATOS Support: (800) 515-3636

OTP Pro Membership

By becoming an OTP Pro VIP Member, you will receive all the benefits of being an OTP Pro along with direct access to our PAR senior technical support team. Our support team consists of highly trained and experienced technicians that have been supporting technical resources in the field for McDonald's and understand the obstacles a field technician, such as you, could come up against.

EASY WAYS YOU CAN ACCESS OTP3 SUPPORT



Phone



Email



Web



After Hours

BENEFITS TO BEING A VIP MEMBER

Benefits of combining your McDonald's OTP Pro Certification with PAR's OTP Pro VIP membership include:

- Less time working with the help desk
- Increased troubleshooting capabilities
- Access to advanced knowledgeable NewPOS (NP) technicians



PARTECH.COM

To learn more about the benefits of the premium VIP support membership, please contact us at [315-743-8190](tel:315-743-8190) or email john_adams@partech.com.

Break-Fix Service Coverage

All initiative controllers and PEDs are now part of core coverage.

Contract Type	POS Core Coverage	Additional Coverage Available for All Packages	Kiosk Coverage
<p>OTP1 Package</p> <p>Available for all restaurants. Let our onsite techs handle your needs and keep you operations people on the floor</p>	<p>Onsite Coverage: Registers, POS Server, KVM Switch, All KVS Controllers including ORB, KVS, HOTG, eProduction, McDelivery, Beverage, etc.</p> <p>Cashless PEDs: Advanced Exchange</p>	<p>Dome Network Cameras: D-Link DCS-4618EK Only Onsite</p> <p>HP and NCR HHOT: Onsite</p> <p>Dual Point: Advanced Exchange for 7" ELO Mini ORB Display and USB Extender</p> <p>eSmartclock: Onsite</p> <p>Peripheral Contracts: Advanced Exchange for POS Printers, Monitors, Bumpbars, Cash Drawers, Serial Hubs</p>	<p>Zivelo: Onsite coverage for Screen, PC Controller, Printer Advanced Exchange for Scanner</p> <p>Diebold: Onsite coverage for Screen, PC Controller and Printer, Scanner</p>
<p>OTP2 Package</p> <p>Available for OTP 2 & Pro only</p>	<p>Onsite Coverage: POS Server</p> <p>Advanced Exchange: Registers, All KVS Controllers including ORB, KVS, HOTG, eProduction, McDelivery, Beverage, etc</p> <p>Cashless PEDs: Advanced Exchange</p>	<p>Dome Network Cameras: D-Link DCS-4618EK Only Onsite</p> <p>HP and NCR HHOT: Onsite</p> <p>Dual Point: Advanced Exchange for 7" ELO Mini ORB Display and USB Extender</p> <p>eSmartclock: Advanced Exchange</p> <p>Peripheral Contracts: Advanced Exchange for POS Printers, Monitors, Bumpbars, Cash Drawers, Serial Hubs</p>	<p>Zivelo: Onsite coverage for Screen, PC Controller and Printer Advanced Exchange for Scanner</p> <p>Diebold: Onsite coverage for Screen, and PC Controller Advanced Exchange for Printer, Scanner</p>
<p>OTP3 Package</p> <p>Available for OTP Pro only</p>	<p>Advanced Exchange: Registers, POS Server, All KVS Controllers including ORB, KVS, HOTG, eProduction, McDelivery, Beverage, etc.</p> <p>Cashless PEDs: Advanced Exchange</p>	<p>Dome Network Cameras: D-Link DCS-4618EK Only Advanced Exchange</p> <p>HP and NCR HHOT: Advanced Exchange</p> <p>Dual Point: Advanced Exchange for 7" ELO Mini ORB Display and USB Extender</p> <p>eSmartclock: Advanced Exchange</p> <p>Peripheral Contracts: Advanced Exchange for POS Printers, Monitors, Bumpbars, Cash Drawers, Serial Hubs</p>	<p>Zivelo: Onsite coverage for Screen Advanced Exchange for PC Controller, Printer, Scanner</p> <p>Diebold: Onsite coverage for Screen Advanced Exchange for PC Controller, Printer, Scanner</p>