



## **ATM Repair a Key Component to ATM Maintenance**

ATM repair is a key component in the ATM maintenance and ATM support of a ATM product that has been deployed in the field. Component ATM repair is designed to cover a number of issues, including suggested/required upgrades, replacement of defective or broken items and the replacement of items that are worn. As a product moves through its lifecycle, component repairs usually involve a number of improvements and upgrades in addition to the traditional break/fix scenarios. A number of hardware, firmware and software improvements are typically developed and implemented as part of a natural improvement process. When dealing with a product, you want to ensure your ATM repair provider is able to provide these updates. We all understand that the primary purpose of ATM repair is to replace defective and worn components. There are many items that can be repaired as opposed to being replaced, and this is usually a more cost-effective alternative. Some of the key modules that are typically the most popular items for ATM repair include, cash dispensing mechanism, receipt printer, power supply, card reader, display, keypad and electronic circuit boards. The cash dispensing mechanism is one of the most popular items sent in for ATM repair since it has to hold and dispense out the currency. This technology typically relies on belts and rubber wheels to pass the currency out to the customer. The ATM dispenser is susceptible to wear and is a common repair item.

ATM repair is much more than just the replacement of belts and gears. As with any component, there are a number of adjustments that must be made once a repair has been completed. Whether it is delivering currency, providing a paper receipt, or even adjusting the performance of an electronic circuit board, “tuning” a component to ensure maximum performance is a key factor in a successful ATM repair. It is critically important that an ATM field technician or bench technician have the proper tools and ATM training to provide the best possible service. Knowing what updates are available, having certified ATM repair parts, having a dedicated ATM training system and the proper tools, along with competent ATM technicians will go a long way in providing qualified ATM component repairs.

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ATMGurus is dedicated to providing guaranteed repair on all entry-level retail ATM’s, including Triton ATMs, Tranax ATMs and Nautilus Hyosung ATMs.