RENOVA TECHNOLOGY: COMMERCIAL SECURITY REPAIR SERVICES

Renova Technology is an after-market services company that repairs out-of-warranty security equipment. Our customers include the top SDM 100 integrators, small and regional integrators, universities, municipalities, banks, coastguard, correctional facilities, casinos, and many others. We have been repairing complex electronics at board level for 25 years.

Our data analysis on historical out-of-warranty camera and DVR failure rates suggests that about 5% of these devices will fail within 12 months. Renova partners with integrators to repair and extend reliability of security cameras, access control, and dvr/nvr devices that are either legacy/end-of-life or no longer in-warranty.

Our integrator customers benefit tremendously from customized repair programs such as "Repair and Return" and "Advanced Exchange" to minimize downtime and garner enormous savings.

 ABOUT

- **Repair and Return:** Renova's After-Market Security Repair Menu includes over 2,200 devices from over 250 manufacturers.

- **Savings:** Immediate cost savings. Up to $2,400 per DVR/NVR and $1,400 per camera by repair vs. replace.

- **RMA:** Simple RMA process. Our Customer Success Team works around your timeline. No Evaluation Fees and Flat/Standard Repair Rates.

- **Lead Time:** Renova's average lead time is 5-7 business days. Our promised turn-around time is 10 business days. Expedites available.

- **Warranty:** Reliability and quality assurance is key. All repairs include a 90-day warranty period. Note, we have received less than 1% back of warranty failures over the past several years.

GETTTING STARTED ON COMMERCIAL SECURITY REPAIR WITH RENOVA:

Identify Device Model, Manufacturer, and Serial #. Search through Renova's menu of over 2,200 devices: access control, cameras, DVR/NVRs, and peripherals. For a complete repair menu and quote on any device (Ie. Lenel, Pelco, Axis- to name a few of 250 manufactures) email **service@renovatechnology.com**

New Customer Form & RMA Process. Access by tablet, phone, or PC. Complete and send to RMA@renovatechnology.com (Available in PDF and Excel Format). Renova will assign RMA number to track once device is received.

Payment Method. We ask that new customers pay by credit. We can also easliy set up terms. Payment is not processed until the work is completed. No bench fees or evaluation fees.

Send to Renova. Simply ship to Renova and our promised turn around time is 10 business days, though we average 5-7 days and expedites are available

Renova's Out-Of-Warranty Repair Ecosystem includes over 250+ Manufacturers*

Renova Technology is a best-in-class after-market repair services provider deeply involved in the commercial security, gaming, self-service, point-of-sale, and contract manufacturing industries. Renova's commercial security repair menu exceeds over 2,200 devices (cameras, DVR/NVRs, and access controls) from over 250 manufactures. Our customers include SDM 100 integrators, regional integrators, Department of Homeland Security, municipalities, casinos, universities, hospitals, and self maintaining enterprises. For more information and to request a repair menu, please visit us online or email service@renovatechnology.com .

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*Unless specifically identified, Manufacturers listed do not indicate any business relationship with Renova Technology or endorsement of Renova Technology Services. Information is for general information purpose only.