

# Press release



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File: **final\_EURO\_Casio Pressemitteilung - Zertifizierter Service**



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Mobile data collection / mobile computing:

## Certified service partner

The service center at Weilandt Elektronik GmbH in Essen, Germany has been recognised for the excellent and comprehensive support it provides for professional mobile computers.

Handheld devices and mobile computers for professional applications are designed to offer maximum availability and to represent a secure investment. This is only possible because Casio, as the manufacturer, has been able to provide after-sales guarantees, model care, spare parts and a rapid, reliable and easily accessible service for this hardware for many years. When it comes to repair services and technical support, Casio can rely on Weilandt Elektronik, its partner of many years, for support. The Weilandt service center in Essen is highly specialised and was authorised and certified at the start of 2016 to work on the latest handheld devices from Casio. They offer comprehensive maintenance and repair work, a warranty service, device configuration (staging) and extensive rollout support.

Weilandt Elektronik GmbH has more than 25 years of experience in repairing mobile devices, barcode scanners and label printing systems. With around 50 employees, they act as an "extended work bench" for sales partners and major clients, offering additional, individual services and support. Weilandt have now been certified by Casio and see themselves as a point of contact for all questions relating to servicing handheld devices. They have an extensive spare parts warehouse and guarantee the fastest possible repair and replacement times under contract. Weilandt Elektronik also offers configuration services for systems integrators, software houses and major clients involved in device rollout and in subsequent replacement campaigns.

Udo Weilandt, founder and owner of Weilandt Elektronik GmbH and Thomas Uppenkamp, Sales Manager at CASIO Europe GmbH, are delighted by the expansion of the current strategic partnership. "The expertise of the

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service centre in Essen is used by countless customers in Western Europe from a wide range of industries, as well as by major companies from the retail sector and the automotive industry." Thomas Uppenkamp goes on to explain that "a local and reliable service partner is an important factor for us when we are negotiating orders, because this is essential for the continuous and long-term availability of the hardware. Where necessary, we offer warranty period extensions on an individual basis, along with full service for 24 months and longer. This means that the customer can base their calculations on a defined flat rate and can rely on maximum availability of their devices." Jochen Buchner, Sales Manager at Weilandt Elektronik, adds: "Speed is often key. With our swap service, for example, a replacement device that is configured so it is ready to use is sent out as soon as the customer notifies us that a device has failed."

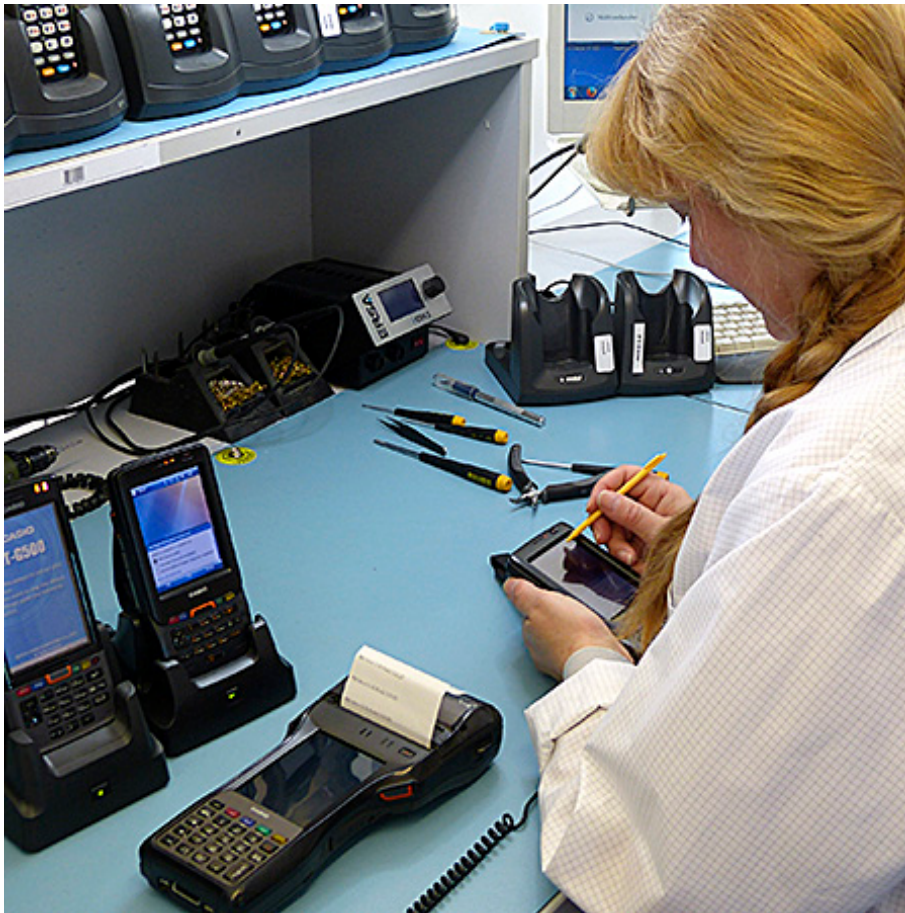
*Further information is available at:*

*[www.casio-solutions.de](http://www.casio-solutions.de) - [www.weilandt-elektronik.de](http://www.weilandt-elektronik.de)*

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**Image 01**

## **Central service for CASIO handheld devices in Essen**

*(Image: Weilandt Elektronik, Essen)*

Casio's customers and sales partners value the service center at Weilandt Elektronik for many reasons, including the fact that the experienced staff understand error information and also provide a friendly service for queries and support.