

Date: [Insert Date]

To:

[Recipient Name/Department]

[Client Organization Name]

[Address]

Letter of Hardware Warranty and Maintenance Guarantee

Subject: Guarantee for ATM Models: [Insert Model Numbers/Serial Numbers]

Dear [Recipient Name],

This letter serves as a formal guarantee regarding the hardware quality and maintenance support for the Automated Teller Machines (ATMs) provided by [Company Name].

1. Hardware Warranty Period

We hereby warrant that all hardware components of the provided ATMs shall be free from defects in materials and workmanship under normal use. This warranty is valid for a period of [Number] years/months from the date of [Installation/Delivery].

2. Scope of Warranty

During the warranty period, [Company Name] will repair or replace, at its sole discretion and at no additional cost to the client, any hardware component that fails due to manufacturing defects. This includes, but is not limited to:

- Cash Dispensers and Cassettes
- Card Readers and Keypads
- Receipt Printers
- CPU and Control Boards
- Monitor/Display Units

3. Maintenance Guarantee

We guarantee the availability of technical support and maintenance services for a period of [Number] years. This includes:

- Preventative maintenance visits scheduled [Monthly/Quarterly].
- Guaranteed response time of [Number] hours for critical hardware failures.
- Availability of genuine spare parts for the duration of the agreement.

4. Exclusions

This warranty does not cover damages resulting from vandalism, natural disasters, unauthorized modifications, or improper power supply provided by the site facility.

We stand behind the reliability of our hardware and are committed to ensuring the continuous operation of your ATM network.

Sincerely,

[Signature]

[Name of Authorized Signatory]

[Job Title]

[Company Name]

[Contact Information]