

Reliable and Affordable

QMOSS is a major player in the field of service and support for rugged mobile hardware. We have partnerships with big manufacturers in the rugged mobile hardware market such as Bluebird, M3 Mobile, Point Mobile, Gen2Wave, MiTAC to take care of the service and support for them in the Benelux or Europe. QMOSS offers multiple and flexible QMOSS+ service contracts, so there is always one that fits your organization.

We understand that mobile hardware plays a key role in your ability to keep your business running efficiently and your customers happy. When devices need repair, you need a reliable and affordable way to repair and return them to your workforce. QMOSS offers a complete service plan that you can choose in addition to the standard manufacturer warranty.

Building Relationships

Benefits of QMOSS+



Regulate maintenance costs

Every device is susceptible to wear and tear, defects inflicted by the environment or manufacturer defects. To ensure that the costs are manageable, service contracts will give you the costs upfront without surprises during the contract period.



Fast turnaround guaranteed

With QMOSS+ we can guarantee we will diagnose and fix your devices within 5 working days. If we do not succeed to repair the device within 5 working days by our fault, the repair is free of charge (spare parts excluded).



Extend lifetime of your device

Multi-year coverage extends the life time of your device because you will be able to use the device up to 5 years at a known cost level.



Lower your Total Costs of Ownership (TCO)

Multi-year coverage lowers the Total Costs of Ownership from your device. A guaranteed lifetime for a fixed price.



Fully unburden yourself and your customer

Submitting support and repair issues is easy via our portal where you will be kept well informed of all pending matters. You receive automated e-mails at the status changes you select.



Qualified personnel

QMOSS staff is certified by all partners and manufacturers for which we carry out support and repairs. There are strict procedures for repairs and testing procedures so any repair will be carried out with approval of the manufacturer.



QMOSS+ Flex

We offer different kind of service contracts including QMOSS+ Flex. QMOSS+ Flex is a customized Service Contract. Anything you want to add to or remove from the contract is negotiable. You only pay for what you need. Read more about QMOSS+ Flex on sc.qmoss.eu.

Package Features	Standard Warranty	QMOSS+ Enterprise	QMOSS+ Premium CS	QMOSS+ Premium
Duration	1 Year	3 to 5 Years	3 to 5 Years	3 to 5 Years
Turnaround time (Business Days, excl. transit)	12+ Days	5 Days	5 Days	5 Days
Manufacturer defects	✓	✓	✓	✓
Covers normal wear and tear	✗	✓	✓	✓
All Materials, Parts and Labor*	✗	✓	✓	✓
Acces to online technical support	✗	✓	✓	✓
Accidental breakage	✗	✗	✓	✓
Pick up	✗	✗	✗	✓
Return shipping	✓	✓	✓	✓

* Interchangeable parts such as batteries and accessories are not covered by the terms of the contracts.

Calculating your service contract

It is very easy to calculate the costs of service contract you want. Just go to sc.qmoss.eu or scan the QR code and follow the steps.



Register a repair

Go to repairs.qmoss.eu or scan the QR code to register a repair at QMOSS.



Limitations of Coverage

- Deliberate damage caused by the user.
- Damage as a result of repairs done by individuals or service centers not authorized by QMOSS.
- Original factory serialnumber being removed, defaced, replaced or tampered with in any way.
- Damage caused in transit or delivery by improper packing.
- Damage caused by operating the units outside of manufacturer specifications.
- Damage caused by man-made or natural disasters such as fire, flood, lightning and theft.

Contact