

# MERIDIAN

## TEMPERATURE SCREENING KIOSKS

### Service & Support Packages

Each of Meridian's Personnel Management Kiosks comes with a 1-year return to depot warranty; however, extended support packages are available to provide a personalized and in-depth customer service experience. Packages include online, email, hotline, and phone support as well as varying levels of after hours support per year.

#### PMK Standard

##### Included With Purchase of PMK

- Online, email, hotline, and phone support
- All weekdays 8:00 – 5:00 EST, excluding holidays

#### PMK Assistance

**\$100.00**  
Per Session

- Online or virtual training
- 20 minute training session

#### PMK Select

**\$199.00**  
Annually / Per Kiosk

- Online, email, hotline, and phone support
- 60 minutes after hours support / year
  - All weekdays, excluding holidays
- Return ground shipping

#### PMK Premium

**\$299.00**  
Annually / Per Kiosk

- Online, email, hotline, and phone support
- 120 minutes after hours support / year
  - All weekdays, excluding holidays
- Return ground shipping

#### Premium Plus

**\$499.00**  
Annually / Per Kiosk

- Online, email, hotline, and phone support
- 120 minutes after hours support
  - Holidays & weekends included
- 2 day shipping
- 1 onsite tech visit\*
- 48 hour head unit replacement\*\*

\* Standard onsite tech visit without Premium Plus — \$200 minimum (subject to change based on location)

\*\* 2-day shipping on replacement head units within the 48 contiguous states. Not applicable to accidental damage of the head unit.

**For Support, contact**  
**[pmkhelp@mzero.com](mailto:pmkhelp@mzero.com) | 877-243-8483**



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*Component specifications subject to change without notice. Revision Date: October 15, 2020*

*This device is not FDA-cleared or approved. This temperature device should not be solely or primarily relied upon to diagnose or exclude a diagnosis of COVID-19, or any other disease or health condition. Elevated body temperature in the context of use should be confirmed with secondary evaluation methods, such as a non-contact infrared thermometer or clinical grade contact thermometer.*

