

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 | 877-243-8483



CORPORATE HEADQUARTERS
312 S Pine Street, Aberdeen, NC
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SOFTWARE DEVELOPMENT LAB
30 Eglinton Ave, Ste 808, Mississauga, Ontario, Canada

Component specifications subject to change without notice. Revision Date: January 14, 2021

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.



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