QUICK GUIDE

Ingenico
Tetra SERIES

Single/Multi Merchant

Version
1.02

SKYZER
TECHNOLOGIES

ingenico
GROUP

CONTENT

MOVE5000

MOVE2500

DESK5000

DESK3200

FUNCTION AND MENU KEYS

F1-F4 Keys:
MOVE5000/DESK5000 : On screen Function keys which enable scrolling up and down menus.

| F1 | F2 | F3 | F4 |

DESK3200/MOVE2500 : Physical Function keys which will enable scrolling up and down menus.

Menu Key: To enter the application menus press this key from the READY prompt. Pressing the key again moves to the next menu (if available).

Correction Keys: When entering numbers or letters, the yellow CLEAR key deletes one character at a time, whilst the red CANCEL key deletes the entire line (this key also cancels transactions).

Confirmation Key: The green ENTER key is used to confirm anything that has been typed into the terminal.

Paper Feed Key: To test the feeding of the paper through the printer, press and hold the CLEAR key.

1. LOG ON

Press **F4** key on idle screen **OR**
Press **MENU** and scroll down to select **SUPERVISOR MENU** followed by **ENTER**
Scroll down to select LOG ON and press **ENTER** or simply press **F4** key on idle

2. PURCHASE WITH DEBIT/CREDIT CARD WITH PIN

Press **F1** key on idle screen **OR**
Press **MENU** and scroll to select **EFTPOS MENU** followed by **ENTER**
Scroll down to select **PURCHASE** and press **ENTER**
(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)
Enter the purchase amount and press **ENTER**
Enter the cash out amount or press **ENTER** to bypass
Prompt customer to **PRESENT/INSERT OR SWIPE** their card
Prompt customer to select account type and enter their PIN followed by **ENTER**

3. PURCHASE WITH CREDIT CARD WITHOUT PIN

Press **F1** key on idle screen
Press **MENU** and then scroll down to select **EFTPOS MENU** followed by **ENTER**
Scroll down to select **PUR** and press **ENTER**
(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)
Enter the purchase amount and press **ENTER**
Enter the cash out amount or press **ENTER** to bypass
Prompt customer to **PRESENT/INSERT OR SWIPE** their card
Prompt customer to select account type and enter their PIN followed by **ENTER**
Customer signs receipt
Check customer signature
Press **ENTER** to confirm signature, or **CLEAR** to void the transaction

4. REFUND

Simply press **F3** key on idle screen **OR**
Press **MENU** and scroll to select **EFTPOS MENU** followed by **ENTER**
Scroll down to select **REFOUND** and press the **ENTER**
(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)
Swipe the Merchant Refund Card
Enter the Merchant PIN
Swipe or Insert the customer's card
Enter the amount to refund and press **ENTER**
Prompt customer to select account type and enter their PIN followed by **ENTER**

5. REPRINT LAST CARDHOLDER RECEIPT

Press **3** key on idle screen **OR**
Press **MENU** and scroll down to select **SUPERVISOR MENU** followed by **ENTER**
Scroll down to select **DUPLICATE** and press **ENTER**
(Select the merchant and press ENTER - FOR MULTI-MERCHANT ONLY)

6. PURCHASE + CASH OUT WITH DEBIT CARD

Press **F1** key on idle screen **OR**
Press **MENU** and scroll to select **EFTPOS MENU** followed by **ENTER**
Scroll down to select **PURCHASE** and press **ENTER**
(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)
Enter the purchase amount and press **ENTER**
Enter the cash out amount and press **ENTER**
Swipe or Insert the customer's card
Prompt customer to select account type and enter their PIN followed by **ENTER**

7. CASH OUT WITH DEBIT CARD

Press **F2** key on idle screen
Scroll down to select **CASH** and press **ENTER**
(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)
Enter the cash out amount and press **ENTER**
Swipe or Insert the customer's card
Prompt customer to select account type and enter their PIN followed by **ENTER**

8. SHIFT TOTAL

Press **MENU** and scroll down to select **ADMIN MENU** followed by **ENTER**
Scroll down to select **TOTAL** followed by **ENTER**
(Select the merchant and press ENTER - FOR MULTI-MERCHANT ONLY)
Press **ENTER** to reset totals or **CLEAR** to exit

9. SETTLEMENT INQUIRY

Press **MENU** and scroll down to select **ADMIN MENU** followed by **ENTER**
Scroll down to select **INQUIRY** and press **ENTER**
(Select the merchant and press ENTER - FOR MULTI-MERCHANT ONLY)
Press the corresponding key to select the date shown or select **OTHER** to enter another settlement period date in the format DDMMYYYY and press **ENTER**
NOTE: Settlement inquiry data can be retrieved retrospectively to a maximum of 14 days.

10. SETTLEMENT CUTOVER

Press **MENU** and scroll down to select **ADMIN MENU** followed by **ENTER**
Scroll down to select **CUTOVER** and press **ENTER**
(Select the merchant and press ENTER - FOR MULTI-MERCHANT ONLY)
Press **ENTER** to carry out cutover or **CLEAR** to cancel the cutover selection
NOTE: Terminal will prompt for any stored Electronic Offline Voucher/Contact-less to be transmitted. Press ENTER to transmit Electronic Offline Voucher/Contact-less or CLEAR to proceed with settlement cutover.

11. EMV CHIP CARD TRANSACTION

PIN ENTRY TRANSACTION
Press **F1** key on idle screen **OR**
Press **MENU** and then scroll down to select **EFTPOS MENU** followed by **ENTER**
Scroll down to select **PUR** and press **ENTER**
(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)
Enter the purchase amount and press **ENTER**
Press **ENTER** to bypass **"CASH OUT"**
Insert the customer's chip card into the chip card reader, facing the chip upwards
Prompt customer to select account type and enter their PIN followed by **ENTER**
Remove card from chip card reader at the end of the transaction when **REMOVE CARD** prompt is displayed

SIGNATURE TRANSACTION
Press **F1** key on idle screen **OR**
Press **MENU** and then scroll down to select **EFTPOS MENU** followed by **ENTER**
Scroll down to select **PUR** and press **ENTER**
(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)
Enter the purchase amount and press **ENTER**
Press **ENTER** to bypass **"CASH OUT"**
Insert the customer's chip card into the chip card reader, facing the chip upwards
Prompt customer to select account type and enter their PIN followed by **ENTER**
NOTE: If the cardholder does not have a PIN (or cannot remember their PIN), the merchant has the option to allow a signature transaction
Prompt customer to press **ENTER** on the pinpad to proceed with the **PIN BYPASS**
Remove card from chip card reader at the end of the transaction when **REMOVE CARD** prompt is displayed
Tear off the receipt and give it to the customer for signature
Verify the signature on the receipt with the signature on the back of the card, if matches, press **ENTER** to accept the transaction or **CLEAR** to decline.

12. PAYMARK KEY MANAGEMENT SYSTEM (PKMS)

The merchant must perform the PKMS (RKI) process to logon to the Paymark network.
Once the terminal is sent to operator, the operator is required to remotely download the keys to the terminal to obtain connectivity with Paymark network. To perform the PKMS (RKI) process, which are available through the dial up, broadband and GPRS mode. The operator needs to program the terminal for preferred comms mode and then simply initiate a PKMS (RKI) logon to remotely download keys by performing the following steps:

1. Press **FUNC** and then key in **87** followed by RKI password **6987**
2. Terminal will display **REMOTE INIT IN PROGRESS** while downloading the keys. When successful, terminal will display **ACCEPTED**
3. Then initiate a merchant logon to establish connectivity with Paymark network

13. CARD NOT PRESENT TRANSACTION WITH CSC (CARD SECURITY CODE) AVAILABLE

Simply press **F1** key on idle screen to select Purchase **OR**
Press **MENU** and scroll to select **EFTPOS MENU** followed by **ENTER**
Scroll down to select **PUR** and press **ENTER**
(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)
Enter the purchase amount and press **ENTER**
Enter the cash out amount or press **ENTER** to bypass
Press **FUNC** at **"PRESENT/INSERT OR SWIPE CARD"**
Key in the card number and press **ENTER**
Key in the expiry date and press **ENTER**
At **"CSC on Card"** prompt, press **ENTER** for **YES**
Key in CSC number and press **ENTER**
Press the corresponding number key to select type
Press the corresponding number key to select applicable option
Press **CR** to select account to process the transaction

CARD NOT PRESENT TRANSACTION WITH NO CSC (CARD SECURITY CODE) AVAILABLE

Simply press **F1** key on idle screen to select Purchase **OR**
Press **MENU** and scroll to select **EFTPOS MENU** followed by **ENTER** or simply press **F1** key on idle screen to select PURCHASE
Scroll down to select **PURCHASE** and press **ENTER**
(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)
Enter the purchase amount and press **ENTER**
Enter the cash out amount or press **ENTER** to bypass
Press **FUNC** at **"PRESENT/INSERT OR SWIPE CARD"**
Key in the card number and press **ENTER**
Key in the expiry date and press **ENTER**
At **"CSC on Card"** prompt, press **CLEAR** for **NO**
Press the corresponding number key to reason type
Press the corresponding number key to select type
Press the corresponding number key to select applicable option

14. CARD NOT PRESENT REFUND TRANSACTION

Simply press **F3** key on idle screen to select Refund **OR**
Press **MENU** and scroll to select **EFTPOS MENU** followed by **ENTER**
Scroll down to select **REFUND** and press **ENTER**
(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)
Swipe the Merchant Refund Card
Enter the Merchant PIN
Key in the amount to refund and press **ENTER**
Press **FUNC** at **"SWIPE OR INSERT CARD"**
Key in the card number and press **ENTER**
Key in the expiry date and press **ENTER**
Press the corresponding number key to select type
Press the corresponding number key to select applicable option
Press **CR** to select account to process the transaction

15. INSTANT TIPPING QUICK GUIDE

PURCHASE WITH INSTANT TIP

Simply press **F1** key on idle screen to select Purchase **OR**
Press **MENU** and scroll down to select **EFTPOS MENU** followed by **ENTER**
Scroll down to select **PURCHASE** and press **ENTER**
(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)
Enter the purchase amount and press **ENTER**
DO YOU WISH TO ADD A TIP Y/N will be displayed. Press **ENTER** for **YES** to add a tip or **CLEAR** for **NO**
If **ENTER** is pressed, then ask the customer how much they would like to add the tip amount **(Tip amount will be less than 40% of the purchase amount)**
Enter the cash out amount and press **ENTER**
Swipe or Insert the customer's card
Prompt customer to select account type and enter their PIN followed by **ENTER (FOR PIN ENTRY ONLY)**
OR
Prompt customer to select account type and press **ENTER (FOR SIGNATURE ONLY)**
Customer signs receipt
Check customer signature
Press **ENTER** to confirm signature, or **CLEAR** to void the transaction
OR:

EMV CHIP CARD SIGNATURE TRANSACTION

Prompt customer to select account type and press **ENTER**
Remove card from chip card reader at the end of the transaction when **REMOVE CARD** prompt is displayed
Tear off the receipt and give it to the customer for signature
Verify the signature on the receipt with the signature on the back of the card, if matches, press **ENTER** to accept the transaction or **CLEAR** to decline.

16. PURE COMMERCE CSE
PURCHASE WITH DEBIT/CREDIT CARD WITH PIN

Press **F1** key on idle screen **OR**
Press **MENU** and scroll to select **EFTPOS MENU** followed by **ENTER**
Scroll down to select **PURCHASE** and press **ENTER**
(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)
Enter the purchase amount and press **ENTER**
Enter the cash out amount or press **ENTER** to bypass
Prompt customer to **PRESENT/INSERT OR SWIPE** their card
Prompt customer to select account type
Advise the cardholder to select the currency to process the payment through by pressing the corresponding key
Advice the cardholder to confirm the currency selected by pressing the corresponding key and accepts the exchange rate
Prompt customer to enter their PIN followed by **ENTER.**

17. EXTRA TERMINAL FUNCTION

XTRA

Press **MENU** and scroll down to select **SUPERVISOR MENU** followed by **ENTER**
Scroll down to select **XTRA** and then press **ENTER**
(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)
Enter the **Terminal Functions** by pressing the corresponding number key
  - **Option 0 – Print Stored Transaction Totals**
  Prints the record of all stored transactions awaiting transmission in the terminal
  - **Option 1 – Restart Terminal**
  Press **ENTER** to restart the terminal or **CLEAR** to return to idle screen
  - **Option 2 – Display KVC and Print Terminal Configuration**
  Terminal displays KVC. Press **ENTER** to print the terminal configuration or **CLEAR** to return to **ADMIN** menu
  - **Option 3 – Print EMV Public Keys and CTL Public keys**
  Select the option to print by pressing the corresponding number key
  - **Option 5 – Print Pending Transactions**
  Select the option to print by pressing the corresponding number key
  - **Option 8 – Date and Time**
  Set date in the **DDMMYY** format and time in the **HHMM** format

18. SHORTCUT KEY

DESCRIPTION	SHORTCUT KEYS
PURCHASE	F1
CASHOUT	F2
REFUND	F3
LOGON	F4
PRINT PENDING TRANSACTION LIST	0
DUPLICATE RECEIPT	3
RESTART TERMINAL	Press and hold down FUNC + CLEAR for 2 seconds

19. PURE COMMERCE CSE

Enable/Disable Pure Commerce Application
Perform FUNC 3025707 to enable or disable Pure Commerce Application
Connection Test
Perform **FUNC 3025700** to test the connection test from the site to Pure Commerce host
BIN Table Download
Perform **FUNC 3025701** to download the BIN table from Pure Commerce host
Rates Table Download
Perform **FUNC 3025702** to download the Rates table from Pure Commerce host
Print Rates Table
Perform **FUNC 3025705** to print the receipt with the current rates table.
Configuration Reset
Perform **FUNC 3025706** to reset CSE configuration on the terminal.

20. CREDIT CARD HOSPITALITY QUICK GUIDE

AUTHORISATION

Press **MENU** and scroll down to select **HOSPITALITY MENU** followed by **ENTER** key

Press 1 or Select **AUTHORISATION** and press **ENTER**

(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)

SELECT AUTH TYPE will be displayed with three options as below:

      1. CARD CHECK

      2. INITIAL AUTH

      3. TOP UP AUTH

1. CARD CHECK

Select **CARD CHECK** by pressing the corresponding number key

PRESENT/INSERT OR SWIPE CARD with $0.00 will be displayed on the screen, Swipe or Insert the customer's credit card and enter their PIN followed by **ENTER (PIN ENTRY ONLY)** upon completing the transaction **DO INITIAL AUTH NOW? Y/N** will be displayed on the screen Press **Enter** key to initiate auth or press **CLEAR** for N**O**

OR

CONTACTLESS

Present or Tap the customer's credit card **(For Contactless Only)** to complete the transaction

OR

Prompt customer to select account type and press **ENTER (FOR SIGNATURE ONLY)**

Accepted or Declined receipt will be printed from terminal

OR

EMV CHIP CARD SIGNATURE TRANSACTION

Prompt customer to select account type and press **ENTER**

Remove card from chip card reader at the end of the transaction when **REMOVE CARD** prompt is displayed

Accepted or Declined receipt will be printed from terminal

OR

CARD NOT PRESENT TRANSACTION

Press **FUNC** at **PRESENT/INSERT OR SWIPE CARD**

Key in the card number and press **ENTER**

Key in the expiry date and press **ENTER**

At **"CSC on Card Y/N"** prompt, Press Enter key to enter CSC code or press **CLEAR** for **NO**

If CLEAR key is pressed then Press the corresponding number key to reason type to complete the transaction

If ENTER key is pressed then enter the CSC code followed by ENTER key to complete the transaction

2. INITIAL AUTH

Select **INITIAL AUTH** by pressing the corresponding number key

Enter the purchase amount and press **ENTER**, Swipe or Insert the customer's credit card and enter their PIN followed by **ENTER (PIN ENTRY ONLY)**

OR

Prompt customer to select account type and press **ENTER (FOR SIGNATURE ONLY)**

Customer signs receipt

Check customer signature

Press **ENTER** to confirm signature, or **CLEAR** to void the transaction

OR

EMV CHIP CARD SIGNATURE TRANSACTION

Prompt customer to select account type and press **ENTER**

Remove card from chip card reader at the end of the transaction when **REMOVE CARD** prompt is displayed

Tear off the receipt and give it to the customer for signature

Verify the signature on the receipt with the signature on the back of the card, if matches, press **ENTER** to accept the transaction or **CLEAR** to decline

OR

CARD NOT PRESENT TRANSACTION

Refer to the **CARD NOT PRESENT TRANSACTION** information under AUTHORISATION

3. TOP-UP AUTH

Select **TOP-UP AUTH** by pressing the corresponding number key

Press **MENU** and scroll down to select **HOSPITALITY MENU** followed by **ENTER** key and select **AUTHORISATION** and press number 3 to select **TOP-UP AUTH**

(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)

Press corresponding number key to retrieve transaction

Enter required transaction details and press **ENTER**

Press **ENTER** to confirm the required transaction or **CLEAR** to return to previous screen

Enter the **Purchase Amount** followed by **ENTER**

COMPLETION

Press **MENU** and scroll down to select **HOSPITALITY MENU** followed by **ENTER** key

Press **2** or Select **COMPLETION** and Press **ENTER**

SELECT COMPLETION will be displayed with three options as below:

      1. FINAL

      2. PARTIAL

1. FINAL

To complete Pre-Auth transactions press the corresponding number key to retrieve transaction

Enter the details of the required transaction followed by **ENTER**

Press **ENTER** to confirm the required transaction or **CLEAR** to return to previous screen

Key in the **Purchase Amount** followed by ENTER

2. PARTIAL

To complete partial amount for the Pre-Auth transaction

Press corresponding number key to retrieve transaction

Enter required transaction details and press **ENTER**

Press **ENTER** to confirm the required transaction or **CLEAR** to return to previous screen

Enter the **Purchase Amount** followed by **ENTER**

UTIL

Press **MENU** and scroll down to select **HOSPITALITY MENU** followed by **ENTER** key

Press 3 or Select **UTIL** and Press **ENTER**

SELECT FUNCTION will be displayed with three options as below

      1. VOID

      2. EXTRA CHARGES

      3. CARD CHECK

1. VOID

Select **VOID** by pressing the corresponding number key

Press corresponding number key to retrieve transaction

Enter required transaction details and press **ENTER**

Press **ENTER** to confirm the required transaction or **CLEAR** to return to previous screen

Press Enter at **CANCEL? HOSPO AUTH**

2. EXTRA CHARGES

Select **EXTRA CHARGES** by pressing the corresponding number key

Press corresponding number key to retrieve transaction

Enter required transaction details and press **ENTER**

Press **ENTER** to confirm the required transaction or **CLEAR** to return to previous screen

Enter the **Purchase Amount** followed by **ENTER**

3. CARD CHECK

Refer to the **CARD CHECK** information under AUTHORISATION

21. CREDIT CARD TIPPING GUIDE

Press **MENU** and scroll down to select **TIPPING MENU** followed by **ENTER** key

Press **1** or select **AUTH** and press **ENTER**

(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)

TIPPING MENU will be displayed with three options as below:
1. AUTHORISATION
2. TIP ADJUST
3. UTIL

1. AUTHORISATION

Enter the purchase amount and press **ENTER**

Swipe or Insert the customer's credit card and once the transaction processed, tear off the receipt and write in **TIP** amount

Prompt customer to sign the receipt

Check customer signature

2. TIP ADJUST

Press **MENU** and scroll down to select **TIPPING MENU** followed by **ENTER** key and press 2 or scroll down to select **TIP ADJUST**

(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)

Press corresponding number key to retrieve transaction

Enter required transaction details and press **ENTER**

Press **ENTER** to confirm the required transaction or **CLEAR** to return to previous screen

Press **ENTER** to adjust TIP amount

Enter the NEW TIP amount which customer has advised followed by **ENTER**

Check the TIP amount entered is correct and press **ENTER** or **CLEAR** to re-enter the correct TIP amount.

NOTE: The terminal is to limit the total amount of the purchase completion to a maximum of 120% of the value of the accepted authorization i.e. The TIP amount cannot exceed 20% of the authorised amount.

3. UTIL

Press MENU and scroll down to select **TIPPING MENU** followed by **ENTER** key and press 3 or scroll down to select **UTIL**

(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)

SELECT FUNCTION will be displayed with three options as below:
1. VOID
2. UPLOAD
3. PRINT

1. VOID

Select **VOID** by pressing the corresponding number key

Press the corresponding number key to retrieve transaction

Enter required transaction details and press **ENTER**

Press **ENTER** to confirm the required transaction or **CLEAR** to return to previous screen

Press **ENTER** to cancel the TIP Transaction, or **CLEAR** to exit

2. UPLOAD

Press **MENU** and scroll down to select **TIPPING MENU** followed by **ENTER** key and select **UTIL**

(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)

Select **UPLOAD** by pressing the corresponding number key

TIP Transactions total will be displayed, press **ENTER** to upload or **CLEAR** to view transactions

3. PRINT

Press **ENTER** until **TIPPING** menu is displayed

Press **CR** key to select **UTIL**

(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)

Select **PRINT** by pressing the corresponding number key

Press corresponding number key to retrieve transaction

Enter required transaction details and press **ENTER**

Press **ENTER** to print the transaction or **CLEAR** to select another or exit the menu

22. EFTPOS OFFLINE VOUCHERS (EOV)

Merchants that have obtained specific approval from their acquirer also have the option of being able to process transactions despite certain EFTPOS system failure events.

Such transactions are called EFTPOS Offline Voucher (EOV) transactions, where transactions using certain cards can be approved and stored locally on the terminal until the EFTPOS system is restored.

In such instances, the merchant will be prompted by the terminal to confirm that they wish to process a transaction in EOV mode. The cardholder will be unaware of the offline nature of the transaction.

Care must be taken when using EOV, since there is always a risk that if the terminal is prevented from uploading EOV transaction data (e.g. the terminal is damaged), then the value of these transactions may be lost.

23. SURCHARGE

Press **F1** key on idle screen **OR**

Press **MENU** and scroll to select **EFTPOS MENU** followed by **ENTER**

Scroll down to select **PURCHASE** and press **ENTER**

(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)

Enter the purchase amount and press **ENTER**

Enter the cash out amount or press **ENTER** to bypass

Prompt customer to **PRESENT/INSERT OR SWIPE** their card

Prompt customer to select CR account type

Terminal will then display the surcharge amount that will be applied to the purchase amount

Prompt customer to press **ENTER** to accept surcharge or **CANCEL/-CLEAR** to cancel the transaction

If customer has accepted the surcharge, prompt customer to enter their PIN followed by **ENTER**

SKYZER TECHNOLOGIES

YOUR DEALER:

WARRANTY STATEMENT

Ingenico shall have no liability under the warranty in respect of:

• Defects, breakdown or malfunction due to the failure to properly follow the installation process and instructions for use or an external cause to the equipment (including but not limited to shock, lightening fire, vandalism, malicious action, contacts with various liquids or vermin or water damage of any nature, inappropriate electric voltage), or modifications to the equipment made without the written approval of Ingenico; or a lack of every day maintenance (as described in the documentation supplied with the equipment) or to a lack of supervision or care, or improper storage or poor environmental conditions, particularly those related to temperature and hygrometry effects of variations of electric voltage from the electric network or from the earth or repair, work (opening or attempt to open the equipment) or maintenance of the equipment by persons not authorized by Ingenico;

• Damage due to insufficient or bad packaging of equipment when returned to Ingenico or agent

• Wear and tear from normal daily use of the equipment and its accessories;

• Work on any equipment modified or added without the consent of Ingenico or agent;

• Malfunction due to the use of products, consumables or accessories which are non compatible with the equipment;

• Communication problems related to an unsuitable environment, including in particular:
  i. problems related to access and/or connection to the Internet such as interruptions by access networks or malfunction of the line used by the subscriber or their correspondent,
  ii. transmission faults (for example poor geographical coverage by radio transmitters, interference or poor line quality),
  iii. the local network fault (wiring, servers, workstations) or the failure of the transmission network (such as but not limited to interferences, fault or poor quality of the network),
  iv. modification of the parameters of the cellular network earned out after the sale of the equipment;

• Supply of new versions of software;

• Work in connection with normal use: delivery, installation or exchange of consumable supplies;

• Equipment returned to Ingenico or agent without its prior consent;

• Opening or locking of an operator's SIM key and work due to the non functioning of the equipment caused by the opening or locking of an operator's SIM key earned out without the original operator's approval;

• Defects from materials supplied or chosen by the Customer or from a design imposed by the Customer.