

Acer appoints PartServe Channel Support

Acer South Africa has announced that it has appointed PartServe Channel Support as its carry-in warranty service centre.



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PartServe now carries out all repairs to Acer equipment, regardless of whether it is in or out of warranty.

PartServe is a broad-based repair company that represents a large number of global vendors, making it easier for customers to bring all their repairs to one service centre as opposed to having to go to multiple repair companies.

Dave Malherbe, Acer Country Service Manager, said that PartServe is highly regarded in the warranty arena and also has a large footprint with carry-in centres in all major centres across South Africa, including Joburg, Durban, Cape Town, Bloemfontein, and Port Elizabeth.

Obvious choice

"It was the obvious choice to partner PartServe because of its proven track record in repairing laptops, tablet PCs, servers, projectors and smartphones. PartServe is regarded as one of the most competent IT services channels, representing a host of leading global brands," he explained.

PartServe Channel Support director Lee Bowes said this partnership offers excellent service levels on all Acer equipment. "All repairs are completed in-house by a dedicated team of technicians making use of the best quality OEM spares, ensuring all Acer products are as good as new. Our highly trained technicians will ensure all equipment is repaired to the highest standard."

Bowes is upbeat about the Acer partnership. "There is a growing trend towards vendors moving their support and warranty functions to independent service partners, such as PartServe, to take advantage of the economies of scale that can be achieved."

"Warranty repairs and support is a specialised business, it certainly doesn't make good business sense for vendors to do this themselves. Partserve has been offering warranty management services for many years," he explained.

"Our comprehensive hardware maintenance and warranty services are designed to protect our customers during both in-warranty and post-warranty periods, we offer experienced technicians, an extensive parts network and flexible service level options designed to meet your specific business needs," Bowes concluded.

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