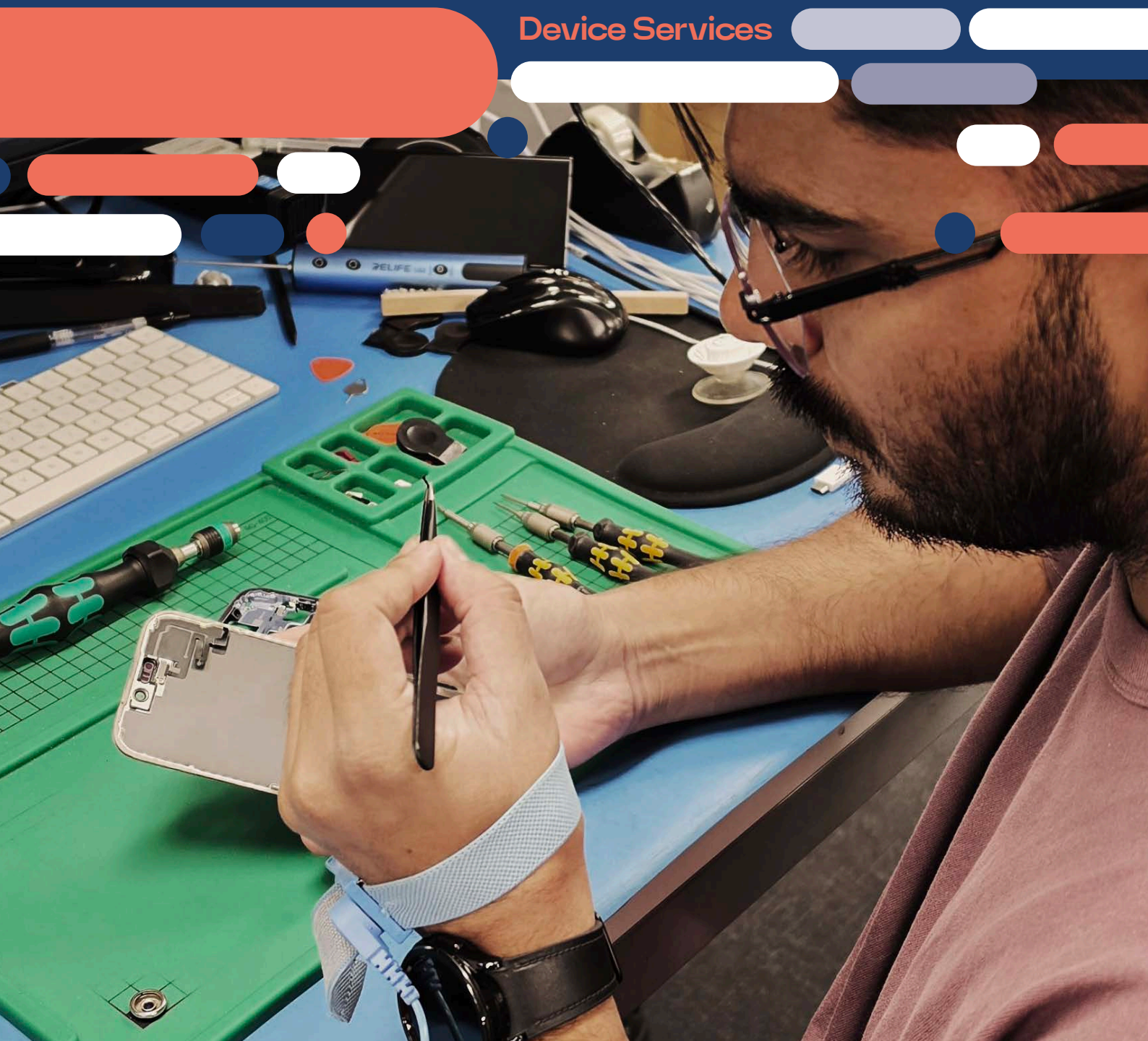


Secure. Reliable. Performance Driven.

Device Services



Keeping devices secure, operational, and performing at scale.

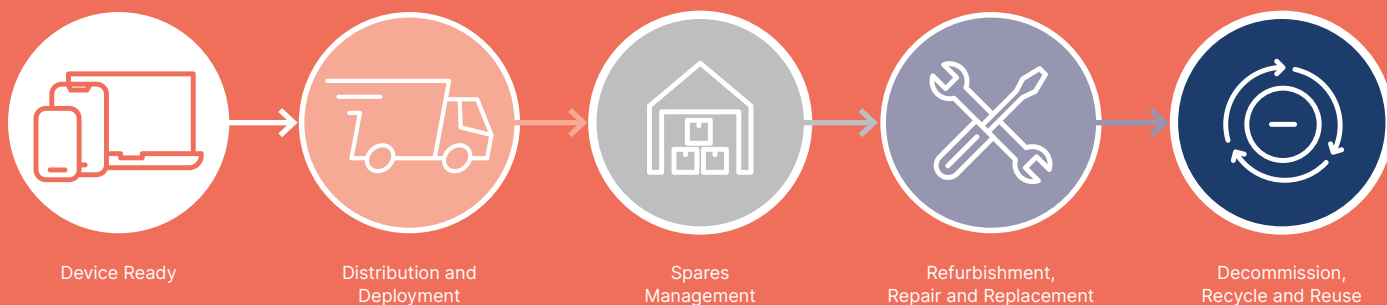
We are an authorised repair centre who provides comprehensive mobile device repair services designed to support both individual users and business organizations that rely on dependable, high-performing technology. With expertise across major global brands - including Apple, Samsung, OPPO, Mobiwire and Motorola - we deliver fast, secure, and high-quality repair solutions that minimize downtime and extend device lifespan.

Entelar Group Device Services deliver end-to-end device lifecycle management for our customers across New Zealand.

Our certified technicians, strong quality assurance processes, and customer-focused service model ensure consistent, reliable outcomes for every device we handle.

Our in-house capability provides a seamless end-to-end process, starting with getting your devices ready, holding spares and the ability to undertake refurbishment and repairs of any device, through to the need to trade-in, securely decommission and recycle.

We help customers maximize device performance, reduce downtime, and extend asset life - securely and efficiently.



SAMSUNG

oppo

 motorola

 MobiWire Group



Our Device Services

Core Repair Capabilities

Hardware Repair & Replacement

- Screen and digitizer replacement
- Battery diagnostics and replacement
- Camera, speaker, microphone, and sensor repairs
- Charging port, button, and housing repairs
- Water-damage assessment and component restoration
- Exclusively use OEM-issued genuine parts to ensure optimal performance and long-term reliability.
- Operating system recovery and IOS update support

Distribution and Spares Management

- Fast and efficient distribution of Serviced devices nationwide
- Secure storage to hold device spares, with full visibility of mobile device fleet and comprehensive reporting

Device Repair & Warranty Services

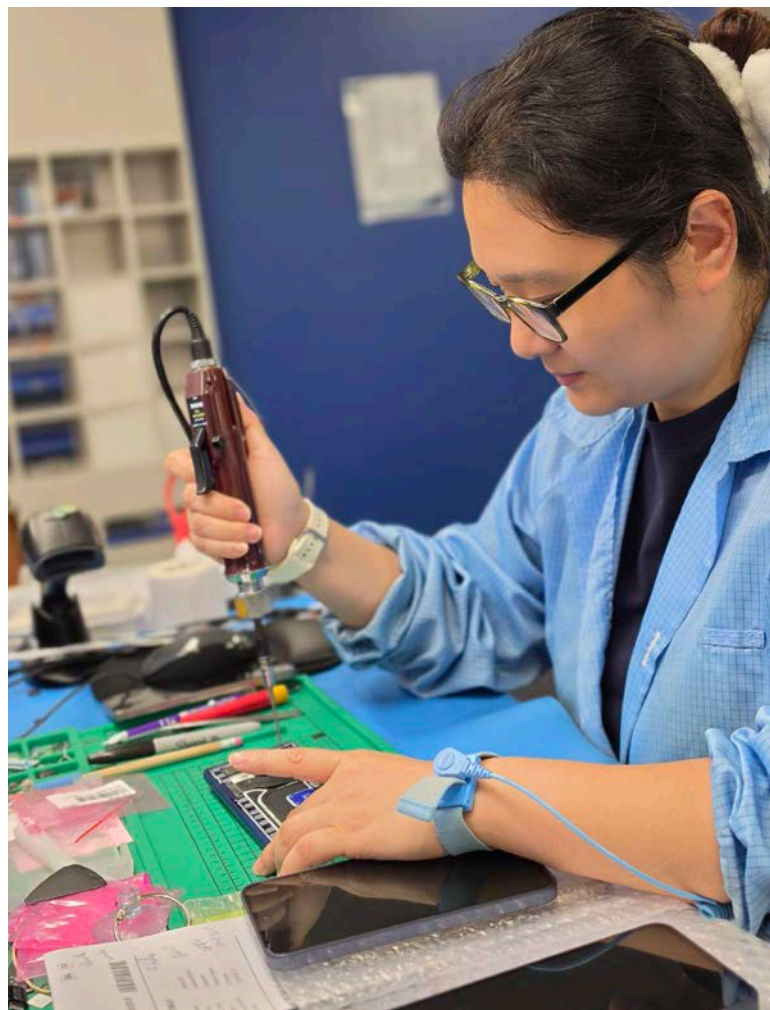
- Same unit repairs using genuine parts by certified technicians
- Advanced diagnostics using industry leading test equipment – R&S CMW500 & CMX500
- Specialised tools supplied by all major manufacturers
- All firmware are obtained directly from the manufacturers, with only manufacturer-approved versions deployed
- Warranty and non-warranty repairs with transparent processes
- Multi-point functional testing on every repaired device

Refurbishment & Secure Decommissioning

- Secure data erasure (DoD 5220.22-M) and certified destruction
- Refurbishment and reconfiguration of returned devices
- Environmentally responsible disposal and recycling
- Full asset tracking and auditability

Key Programmes and Support

- Device trade-in programmes supporting large-scale refresh initiatives
- Support for Spark-managed insurance claims for accidental damage, loss/theft, with worldwide cover and replacement devices
- Return Authorisation (RA) support for standalone accessories



Performance You Can Trust

- **Turnaround Time (TAT):** Fast turnaround time due to most spare parts being held in-house
- **Repeat Repair Rate (RR):** Maintained at a low level through manufacturer-certified training for all engineers and a robust quality assurance process.
- **In-Field On-Time (IFOT):** Our in-house tracking system, which enables effective prioritisation, monitoring, and end-to-end job management.
- Reliable spare-parts management supporting fast resolution

Why Entelar Group

- **End-to-end lifecycle capability** - Repair, support, refurbishment, and secure decommissioning
- **Nationwide scale** - consistent service delivery across New Zealand
- **Certified repair capability** - authorised service centre for leading global brands
- **Security-first approach** - secure data wiping, auditable processes, compliant disposal
- **Proven performance** - fast turnaround, low repeat repair rates, SLA-driven delivery
- **In-house Customer service support** - In-house customer service support - dedicated, responsive assistance from our New Zealand-based team

Who we support

We work with telecommunications providers, enterprises, and government organizations that require secure, scalable, and dependable device services — delivered nationally and managed end-to-end.

About Entelar Group

Entelar Group is New Zealand's leading integrated technology solutions provider, supporting the critical infrastructure that keeps the country connected. With over 450 staff and 120 service touch-points nationwide, we deliver solutions across civil works, fibre, mobile networks, IT distribution, logistics, and IT services.

Solutions made simple.
Coverage that spans the country.

Commitment to Health & Safety

At Entelar Group, safety isn't just a priority - it's embedded in everything we do. Our 360° Health & Safety culture wraps around our people and yours, ensuring a secure, compliant, and proactive working environment.

We focus on:

- **Strong Foundations** – Getting the basics right, encouraging open dialogue, and providing high-quality protective equipment.
- **Robust Processes** – Ensuring compliance, minimising risks, and continuously learning from every situation.
- **Ongoing Training** – Regular competency assessments and clear procedures to handle incidents effectively.
- **Commitment to Safety Standards** – We prioritise safety ensuring full compliance with NZ's Health and Safety Work Act 2015.

With an active Health & Safety management system in place, we empower our team to work confidently and safely. Because at Entelar Group our goal is simple:

Everyone goes home safe and sound at the end of each working day.



Connect with us

Find out more

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