



## Kiosk: Frequently Asked Questions

### ✓ How long has Peerless-AV® been in the kiosk business?

Peerless-AV® has been in the custom kiosk business for over 20 years. In 2009, we began designing and manufacturing custom kiosks, digital posters, interactive kiosks, and self-service kiosks for integrators, distributors and OEM's. Peerless-AV also offers a standard line of kiosk enclosures for digital signage or interactive kiosk applications. We are able to provide customers with high quality kiosk designs, at a competitive price and with a quick manufacturing turnaround time.

### ✓ What do I need my kiosk to do?

Sounds like a simple enough question, doesn't it? The truth is, there are a fair number of factors that go into determining the correct answer to this simple question. An answer that is usually far more complex than you might think at first. Here are just a few issues to consider:

- What do I need the kiosk to do? Simple wayfinding, interactivity, dispensing anything, etc...
- Where will the kiosk be located? Indoors, outside, in sunlight?
- What display model will be used in the kiosk?
- What content will be seen on the display?
- Are audio, bar code scanners, cameras, printers needed?
- How many kiosks will be needed in the rollout? One, two, ten, etc.
- Do I want to be able to monitor and update the kiosk remotely?

By answering these questions in advance, you'll have a starting point from which we can move forward with our in-house development team.

### ✓ Which industries or markets are your kiosks suited for?

Our kiosks have been designed for use in many industries, including but not limited to: Healthcare, Retail, Entertainment, Education, Government, Hospitality, Manufacturing, and many more for both indoor and outdoor applications including harsh indoor and outdoor environments.

### ✓ What applications work best with your kiosks?

There are many applications for our kiosks, but five of the most common kiosk applications are:

1. Digital Wayfinding/Digital Directory
2. Entertainment
3. Retail Interactive Kiosk
4. Virtual Information Kiosk
5. Digital Poster/Digital Signage

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### ✓ What are your kiosks made of?

Our simple and sleek kiosk designs are built to last with precision cut, 14 and 16-gauge steel and then powder coated to withstand even the harshest public environment. Sometimes steel is not the best material for certain custom kiosks, therefore we use various gauges of architectural aluminum for its durability in indoor and outdoor environments.

### ✓ What color options are available?

We offer four standard color choices: gloss black, matte black, silver, or white; we also have access to over 100 different varieties of high-gloss, semi-gloss and texture finishes. Of course, if you're in need of a specific, custom color, we can provide that too- all we need is a RAL color code (preferred) or Pantone color code.

### ✓ Is your powder coat durable enough for the possible wear and tear of the kiosk?

Our lineup of standard and custom mixed powders are formulated with super-durable polyester resins and exterior grade metallic pigments to create an architectural grade product. They eliminate the need for a clear topcoat to reduce the effects of discoloration due to natural elements or handling.

### ✓ Can the powder coat be used for my outdoor digital signage kiosk?

Yes. One of the best things about powder coating is how incredibly durable and strong powder coating is. It stands up against the toughest conditions, keeping its original polished look. Our UV resistant, extremely durable outdoor powders are meant to withstand rain, snow, heat, cold and ultraviolet rays. They also provide enduring rust inhibiting qualities, thus protecting the parts intended look and feel.

### ✓ Will my display fit into your kiosk enclosure?

Our standard line of kiosk enclosures fit many of the commercial displays offered in the marketplace. Below is a quick guideline to ensure your display will fit. But, if you should ever have any questions please call us at 800-865-2112 or email [info@peerless-av.com](mailto:info@peerless-av.com) and we will help you out.

#### Indoor

- Floor standing portrait kiosk enclosures - Displays less than 4.00" (101mm) thick
- Floor standing landscape kiosk enclosures – Displays between 2.00" (50mm) and 3.24" (82mm) thick
- On wall kiosk enclosures - Displays less than 2.00" (50mm) thick
- In wall kiosk enclosures - Displays less than 2.00" (50mm) thick

#### Outdoor

- Floor standing portrait kiosk enclosures - Displays less than 4.00" (101mm) thick
- On wall kiosk enclosures - Displays less than 4.00" (101mm) thick

Although we provide standard kiosks for many industry applications, your situation may call for a unique solution. Call us at 800-865-2112 or email [info@peerless-av.com](mailto:info@peerless-av.com) and let us help you Get It Right.

## ✓ How much storage space is available in the kiosk?

Our standard line of kiosk enclosures have ample space to accommodate various media players, mini computers, surge protectors, cable management ties, etc.

Below is a guide to the space available under the display:

- 40" – 42" single sided or back to back floor standing kiosk enclosure  
27.00"W x 15.00"H x 5.50"D
- 46" – 55" single sided or back to back kiosk enclosure
- 40" – 47" floor standing landscape kiosk  
31.00"W x 15.00"H x 5.50"D
- 40" – 55" portrait on-wall and in-wall kiosk enclosures\*  
3.40" – 23.00"W x 14.00"H x 1.56" – 2.30"D
- 40" – 55" landscape on-wall and in-wall kiosk enclosures\*  
3.40" – 23.00"W x 7.30"H x 1.56" – 2.30"D

\* Space dimensions may be affected by deeper and thicker displays.

## ✓ What if my display does not fit into a standard kiosk?

Our experienced in-house design engineers have completed thousands of successful custom kiosks designed around the needs of our customers. We have provided custom standalone kiosks for digital posters, as well as fully integrated self-service kiosks that include cameras, printers, card readers, key pads, proximity sensors, Wi-Fi antennas, brochure holders, coin dispensers and many more. However, we understand every project is different, so we established a project management system that ensures quality in every stage of the design and manufacturing process to ensure your kiosk is perfect, the first time.

## ✓ How long does it take to make a custom kiosk?

Lead times vary depending on the project. For example, if an off-the-shelf solution is determined to be the best fit, then you can expect a one to seven day lead time for quantities less than 10. For large quantities greater than 10, please call us to discuss. However, if your kiosk project is more customized, the lead time will be tied closely to the size of the project.

## ✓ Do you stock units? If so, which ones?

Yes, we stock all our standard kiosk enclosures in our warehouse. Stocking our mostly frequently ordered models allows us to cut down our lead time and get kiosks to our customers faster.

## ✓ If the kiosk is not in stock, what is your lead time for a kiosk?

No more than four business days for up to four standard kiosks and seven days for up to 10 standard kiosks. Custom projects can take a bit longer, but it really depends on the complexity of the project. We take our time to make sure all of the T's are crossed before committing to a lead-time to make sure your project is delivered without any issues.

## ✓ What are your most popular units?

The indoor free-standing portrait kiosks, otherwise known as totem kiosks.

## ✓ Do you offer maintenance supplies?

Yes, we offer cleaning supplies for the display. We also offer electrical components from select suppliers in our Kiosk Partner Program.

### ✔ What kind of quality assurance do you utilize?

Peerless-AV is a certified ISO 9001 organization. We utilize a structured quality-assurance process for kiosks that includes points of inspection through seven phases of production by our QA inspectors. We document, inspect and constantly monitor incoming raw materials, cosmetic finishes, external surfaces, and hardware and software functionality from our partners. We also perform a final inspection of the finished goods and packaging, and provide you with the documentation to show it has been inspected and meets our high standards.

### ✔ What makes your kiosks better?

Kiosk integration is a major pain point for several of our customers across many different industries. Our objective is to enable customers to outsource the process, free themselves of integration and testing responsibilities, and deliver both single and multi-site kiosk applications faster than ever before. This program is unique to our company and is completely changing the way kiosk projects are handled, ensuring component compatibility, and expedite installation at customer sites.

### ✔ Are all of your kiosk models designed to meet ADA requirements?

Our kiosk models are designed to meet ADA requirements. However, certain larger display sizes may disqualify units from compliance, so please check with your Peerless-AV sales representative for more information.

### ✔ On an ADA compliant kiosk, how many inches off the ground must a user interface be? And, What are the maximum reach and height limits?

For more information on ADA accessibility and kiosks, view our white paper here: [http://www.peerless-av.com/sites/default/files/ADA%20Kiosks%20Accessibility\\_white%20paper\\_2.pdf](http://www.peerless-av.com/sites/default/files/ADA%20Kiosks%20Accessibility_white%20paper_2.pdf)

### ✔ What is the angle dimension on the kiosk monitors? And, is it tilted back?

While it is common for the display to be tilted back inside a kiosk, there is not a standard measurement for which to angle the display. In our landscape models the display is tilted at a 45 degrees. Although, all our kiosk can be designed at its own unique angle and some may not be tilted back at all.



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