
Interactive Menu Technologies

15 Research Drive
Ann Arbor, MI 48103
(734) 369-6572

Welcome to MenuVative®

We're so glad to have you join the MenuVative® platform to present your menus with their full potential. This guide is meant to provide your team specific information on how to care for your tablet menus.

Cleaning Between Uses

We recommend using a spray bottle with a 30/70 ratio of white vinegar & water and an absorbent cloth to clean the surface of your tablets daily. Apply the spray to the cloth and then wipe the screens. Doing this throughout the day in between uses or at least at the end of each shift will keep your menus clean and sanitary at all times.

Deeper Cleaning

In the rare event that a tablet becomes saturated with excessive liquid, it should be cleaned and dried immediately. Be sure to carefully remove the tablet from its protective case when cleaning up liquid spills as the liquid can easily run down into the case and potentially damage the tablet if it finds its way into the charge port or headphone jack port. At least once per week, tablets should be removed from their cases and cleaned on the back side.

Charging

When properly rotated, your tablet menus should easily last an entire day. At the end of each day, you should place each tablet into an open slot on the docking station and connect the magnetic charging cable. When removing the charging cables at the beginning of a shift, GENTLY remove each cable so as not to pull out the magnetic charging tip.

Repairs & Warranty

Tablets from Imenutech are warrantied against factory defects for 90 days. Any defective tablets after 90 days or damaged tablets can usually be repaired by Imenutech. The most common repairs for your tablets are:

Replace a magnetic charge cable or magnetic charge tip - \$5/ea or \$1/ea respectively

Replace broken touch screen - \$20

Replace broken LCD panel - \$25-\$30

Replace CPU/Motherboard - \$35

Important: Only tablets that have physical damage or those that will not boot at all after properly charging for several hours should be shipped for repairs. The most common repairs are cracked touch screens or LCD panels. It is not uncommon that tablets won't power on simply because they haven't charged properly when the charging dock is unplugged or turned off, a charging cable is not working correctly, or the magnetic tip on the tablet or cable

is damaged or dirty preventing a proper electrical connection. To avoid excessive shipping charges, all tablets marked for needed repair should have the damage confirmed by a manager prior to sending the tablets in for repair.

DO NOT SEND IN TABLETS for repair because your tablet is not up to date or is not displaying the expected menu or images. Such tablets only require the proper internet connections and possibly tablet or app settings. You should call our office first if you are unsure what needs to be repaired and/or which settings have been altered.

Support

Call Imenutech at (734) 369-6572 for support M-F 10am-5pm. You can email support@imenutech.com with after hours questions. Please do not email support questions during office hours. IT IS MUCH EASIER TO TROUBLESHOOT ISSUES AND EXPLAIN SOLUTIONS WHEN WE CAN SPEAK TO YOU AND ASK QUESTIONS.

Tutorials and Training

Visit www.imenutech.com/support for written tutorials, video tutorials and training, and other menu maintenance tips, suggestions, and best use practices.