

Kiosk Evaluation Worksheet

Kiosk enclosures can be a major purchase, and choosing the right one is an important decision. Many kiosks can look similar at a glance, and it can be difficult to determine the best kiosk for your project. This worksheet can help.

Use this checklist to compare the features and benefits of kiosk vendors across these categories:

- Visitor Experience
- Security
- Construction
- Design Aesthetics
- Tablet Access
- Installation
- Graphics & Branding
- Warranty



VISITOR EXPERIENCE

Is the kiosk ADA-compliant?

Kiosk Group

Vendor #1

Vendor #2

We believe that everyone should be able to use our kiosks. All of our designs meet the height and reach standards set in the latest Americans with Disabilities Act.

We also offer braille faceplates and external audio jack access for visitors who are visually impaired.

Does it accomodate visitors of varying heights?

Kiosk Group

Vendor #1

Vendor #2

Throughout our design process, we test with physical prototypes to ensure that our kiosks present your tablet at the right height and angle for viewing and touch interaction by a variety of users.

Is the kiosk adjustable?

Kiosk Group

Vendor #1

Vendor #2

Our Standalone & standard Countertop models support adjusting the height of the tablet screen.

The standard Countertop model also supports adjusting the angle at which the tablet is displayed.

SECURITY

How is the tablet secured?

Kiosk Group

Vendor #1

Vendor #2

Our enclosures protect your tablet inside a heavy-duty, thermoplastic enclosure. This head enclosure is secured by a keyed lock, allowing easy access for staff while keeping the device safe.

SECURITY (CONT.)

Is the kiosk stable?

Kiosk Group

Vendor #1

Vendor #2

Our Standalone and standard Countertop models have a heavy, counter-balanced steel base, making it difficult to tip over the kiosk. Other models are designed to be permanently mounted for stability.

Can the kiosk be bolted to the floor/desktop or otherwise locked down?

Kiosk Group

Vendor #1

Vendor #2

Our Standalone and Countertop models have hidden holes in the base allowing you to secure the base of the kiosk directly to the floor or desktop surface. These models also include a dedicated port for a Kensington lock-and-cable system.

Wall Mount models are designed with brackets that are permanently mounted using the correct type of fasteners for the wall material in place.

CONSTRUCTION

What kind of materials does the manufacturer use?

Kiosk Group

Vendor #1

Vendor #2

The base plates, pedestals, and brackets of our kiosks are made from cold-rolled, powdercoated steel, providing a strong foundation for our kiosks.

Our head enclosures are made from high-quality thermoplastics, which are shatterproof and scratch-resistant.

Are plastics and other composite materials used certified non-toxic?

Kiosk Group

Vendor #1

Vendor #2

All of the materials we use are non-toxic and safe for consumer use. The primary thermoplastic we use is often used for commercial kitchen cutting boards and surfaces.

CONSTRUCTION (CONT.)

Where is the kiosk made?

Kiosk Group

All of our tablet kiosks are manufactured and assembled in the United States, allowing us to work closely with our suppliers to ensure that our kiosks meet our high standards for quality.

Vendor #1

Vendor #2

Is the tablet enclosure radio transparent?

Kiosk Group

Apple specifically recommends against the use of metals surrounding the tablet in its official case guidelines. Since we use high-quality thermoplastics for the component that secures the tablet, our kiosks won't block cellular data, Bluetooth, or Wi-Fi signals.

Vendor #1

Vendor #2

Can I update the tablet enclosure for a new tablet without replacing the entire kiosk?

Kiosk Group

Yes, if you need to use a different tablet, the enclosure that holds the tablet can be easily replaced.

Vendor #1

Vendor #2

DESIGN AESTHETICS

Will the kiosk be a good visual match with the planned location?

Kiosk Group

Our kiosks use neutral colors and are designed to look professional in any setting. We also offer graphic signage so you can make the kiosk match your brand.

Vendor #1

Vendor #2

Are the materials used durable enough to hold up under public use?

Kiosk Group

We precision mill each head enclosure individually from commercial-grade thermoplastic, rather than relying on thinner, injection molded plastics that can be easily scratched or that shatter under pressure.

Vendor #1

Vendor #2

DESIGN AESTHETICS (CONT.)

Is the kiosk a knock-off of someone else’s design?

Kiosk Group

Vendor #1

Vendor #2

All of our kiosks are original designs and are not licensed for use by other manufacturers.

As the creators of the first tablet kiosks released after the introduction of the iPad, we’ve seen a number of imitators and knock-offs over the years. Our commitment to producing the highest-quality kiosks possible has continued to pay off in the form of a loyal and growing customer base.

ACCESS TO THE TABLET

Does the kiosk cover the device’s physical buttons?

Kiosk Group

Vendor #1

Vendor #2

We cover the tablet’s physical buttons to make sure visitors aren’t able to power off the device.

If you need to allow access to a specific button, we offer access cutouts that make this possible.

Is it possible to access the tablet’s camera if needed?

Kiosk Group

Vendor #1

Vendor #2

Yes, while our standard models cover the camera by default, we offer cutout add-ons if the camera needs to be available.

Does the kiosk adequately protect the device’s power supply and other cables?

Kiosk Group

Vendor #1

Vendor #2

Cables are hidden inside the body of the kiosk to protect the device’s power supply.

Additional accessories can also be secured within the bodies of our Standalone and standard Countertop kmodels, protected by a locked access panel.

INSTALLATION

How easy is it to install and assemble the kiosk?

Kiosk Group

Vendor #1

Vendor #2

Our Countertop and Wall Mount kiosks are shipped already assembled.

Our Standalone model ships with easy-to-follow assembly instructions and the tools you'll need for assembly. Assembling the Standalone takes approximately 10-20 minutes.

If necessary, can the kiosk be shipped already assembled and ready for use?

Kiosk Group

Vendor #1

Vendor #2

Yes, our Countertop and Wall Mount kiosks are shipped assembled, and it's possible for us to pre-assemble our Standalone model and ship via freight on request.

Does the kiosk accommodate the accessories or peripherals I need?

Kiosk Group

Vendor #1

Vendor #2

Yes, we have standard integration options for a number of accessories including printers, barcode scanners, styluses and more. If a peripheral is required, the installation is included.

GRAPHICS & BRANDING

Are there signage and branding options available?

Kiosk Group

Vendor #1

Vendor #2

Our branding solutions incorporate your graphics and text to welcome visitors, increasing the traffic to your kiosks immediately. We offer a wide variety of signage, allowing you to make the kiosk enclosure reflect your organization's branding.

Is it possible to update the branding and signage if needed?

Kiosk Group

Vendor #1

Vendor #2

Yes, the majority of our graphic options can easily be swapped out and updated.

RETURNS

Is the seller easy to contact and work with?

Kiosk Group

Vendor #1

Vendor #2

Our team is available by email and phone every weekday from 9-5 EST. We'll work with you to resolve any problems and to make sure your kiosk project is a success.

What is the seller's return policy?

Kiosk Group

Vendor #1

Vendor #2

We stand behind the quality of everything we sell. In addition to our standard warranty, we offer a 30-day, no hassle return policy to ensure that you're happy with your new kiosk purchase.

If you feel the need to return a product, just contact us within 30 days of delivery to verify the return. We'll issue a Return Authorization Number and you can ship the item in question back to us. All returned products are subject to a 15% restocking fee unless otherwise stated.

Our full return policy can be viewed at kioskgroup.com/return-policy.

Is there a warranty on the product?

Kiosk Group

Vendor #1

Vendor #2

We offer a full 5-year warranty on all of our kiosk enclosures and branding options.

Our full warranty terms can be viewed at kioskgroup.com/warranty.