

Battery Maintenance Service

Enhance your Zebra OneCare™ plan with battery protection



Your workforce counts on their mobile computers and printers to get their job done. And these devices depend on the batteries that power them. When batteries aren't working at peak performance, neither are your devices and your employees. What happens when a battery fails mid-shift? A field worker can't execute a transaction; a retail associate can't print a receipt; a home health worker can't access a patient's records; and a direct store delivery driver can't process an invoice. It can cost your company over 80 minutes of lost mobile worker productivity each time a battery doesn't last a full shift.¹ And the same study found battery failures to be one of the leading causes for mobile device failure.

Take the worry out of battery performance with Zebra's Battery Maintenance service. With this add-on enhancement to any Zebra OneCare plan, you're entitled to a new battery when your existing battery can no longer hold a full charge to power an entire shift. A choice of coverage levels lets you choose a plan that's just right for your business. And this end-to-end service even includes disposal of your old battery.

With Zebra's Device Diagnostics tool, a downloadable on-device tool for Zebra mobile computers, you'll always know when the batteries in your Zebra mobile devices need replacing. With the quick press of a button on your mobile computers, you can see if your batteries are healthy or need replacing—before batteries fail. Now, the size and cost of the battery pool is reduced. Operations run smoothly—no disruptions due to battery issues. Battery management time and cost is practically eliminated. And everything becomes predictable—from battery power and device uptime to costs and workforce productivity.

Benefits

Higher device availability
Protect worker productivity

Lower costs
Reduce the size of your spare battery pool; reduce resource time and cost associated with battery spare pool management; eliminate battery disposal requirements

Predictability
Eliminate unplanned battery replacement costs

One source simplicity
Trust Zebra to support your whole device, from the inside out



Get peace of mind with whole-device coverage

While Zebra PowerPrecision batteries provide unmatched performance and quality, all rechargeable batteries have a limited lifespan and need to be replaced at some point. With Battery Maintenance, you'll be covered when your battery exceeds its useful life or fails.

Gain insight into when to replace your batteries before they can no longer power a full shift with the Device Diagnostics tool. Any time you send a device into the Service Center for repair, Zebra will automatically test the battery of your covered devices and replace any unhealthy batteries that can't hold 80% of the charge capacity.

Choose the level of coverage you need

Zebra OneCare plans flex to fit your fleet. Pick the battery maintenance coverage that's right for your devices, budget and business. Standard Battery Maintenance, available for printers and mobile computers, provides one new battery per device for the length of the Zebra OneCare plan term. Premium Battery Maintenance, available for mobile computers, provides an unlimited quantity of replacement batteries over the Zebra OneCare plan term.

PowerPrecision and Device Diagnostics—better insights, better battery management

Zebra's PowerPrecision batteries give your company unprecedented insight into critical battery health data, so that you can replace

unhealthy batteries before they impact workforce productivity and device uptime. For mobile computers, workers and backroom managers can check battery health data at any time right on the device using the easy-to-use Device Diagnostics tool.

Authorized batteries from the source

Through your Zebra OneCare maintenance plan, you understand the benefits of turning to Zebra's trained experts for device repairs and technical support. Now you can trust Zebra with your device batteries too. You'll get a Zebra battery right from Zebra. And unlike third-party batteries, only a Zebra battery has been expressly designed to deliver unmatched performance and intelligence in a Zebra device.

Environmentally responsible recycling for your old batteries

By servicing your battery through Zebra, you can be sure that older batteries will be recycled properly and won't end up in streams or landfills. Any returned battery will be recycled in compliance with all applicable electronic recycling requirements. And since Zebra automatically takes care of the old battery, it's one less thing that your staff needs to handle—and one less cost for your business.

Battery Maintenance Coverage

Add to any Zebra OneCare maintenance plan

Battery Maintenance is a flexible enhancement, available for any Zebra OneCare Special Value (SV), Essential or Select maintenance plan

Duration

Battery Maintenance covers a device's battery for the terms of the core Zebra OneCare plan: two, three or five years

Standard Battery Maintenance coverage

Provides for one (1) new battery per device under contract per plan term length

Available for mobile computers and printers

Premium Battery Maintenance coverage

Provides for an unlimited quantity of new batteries for the length of the contract for covered devices

Available for mobile computers only

1. Total Cost of Ownership Models for Line of Business Mobile Solutions, VDC Research. December 2018.

