

datex

Keeping Your Technology Running While You Run Your Business

Zebra OneCare™ Maintenance Plans



ZEBRA

Technology Is Complex

Maintenance Doesn't Have to Be

You count on devices and software applications to run your business and meet your customers' expectations—so unexpected surprises that halt your workflows or your operational outcomes are out of the question. You need a plan in place to safeguard against failures. One that maintains your hardware and software to extend the life of your devices, and keeps your operations running smoothly.

But how? Maximizing technology uptime is complicated with today's sophisticated devices—but it doesn't have to be with **Zebra OneCare** maintenance plans.

Go beyond the warranty with top-to-bottom, inside-out preventative care for your devices and the workflows they empower. Choose a “right-for-you” maintenance plan that's tailored to your business and its exact needs.

Peace of Mind, Your Way Maintenance Minus the Frustration



Accountability

From expert device repairs, software and security support, to top-notch technical support, we're committed to the long-term performance of all of our solutions. Trust that your hardware repairs and software support needs are handled by trained experts with qualified parts that you can only get from the manufacturer of your technology: Zebra.



Predictability

Bring operational certainty within reach when you move from reactive to proactive maintenance and ongoing support with defined service levels. With a plan in place, you'll streamline repair and support processes, access firmware and security software updates and mitigate unexpected costs.



Peace of Mind

Get the benefits of maintenance without the burden. Turn to the experts who built your technology for reliable and predictable repairs, accessible troubleshooting, defined escalation paths and uncomplicated processes to maximize your device uptime.



Flexibility

Pick the maintenance and support plan that's right for you, right for your device, your budget, and right for your business. We understand one size doesn't always fit all. A simple subscription model makes it pain-free to engage with Zebra experts for your ongoing support needs.



Everyday Outcome Protection

Compare Comprehensive Plans

Much more than backup warranty and repair, our comprehensive Zebra OneCare plans add years of ongoing enhancements to protect your technology from the inside-out.



Repairs from the source

Accidents happen in tough business environments—and even the most rugged devices need a plan. Maximize your coverage and get trusted repairs and authorized parts from the experts who know them best, because they built them.

Software preservation

Access device firmware updates and stay ahead of security threats with exclusive security software upgrades and LifeGuard™ for Android™ security patches. Keep your data protected and your business running smoothly—only available from Zebra.

Support your way

Access the support you need, how you need it, and when you need it. Take advantage of self-service diagnostic tools, easily submit requests online or tap into Zebra's digital support community for common questions, or give us a call to connect with a live agent over the phone.

Never One-Size-Fits-All

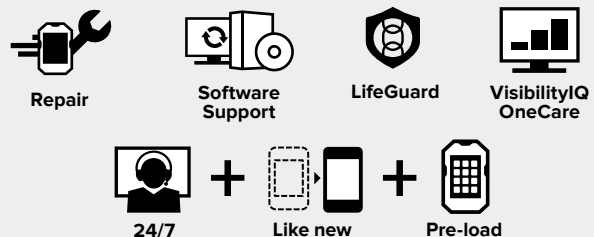
Select the plan that will best help you serve your strategic vision:

Essential



Zebra's core support plan keeps your day-to-day device operations covered and your fleet up and running. Get comprehensive protection, including phone support, three-day repair turnarounds, software and security updates, and cloud-based visibility into repair reports and more with VisibilityIQ™ OneCare™.

Select



Never miss a beat when it comes to your business. Access around-the-clock support with the Zebra OneCare Select plan. Get all of the elements included in the Zebra OneCare Essential plan, PLUS 24/7 live-agent telephone support and next-business-day, 'like new' device replacement pre-loaded with your settings, software, apps and OS, and LifeGuard versions for a device that's ready-to-use right out of the box.

Targeted Protection for Special Device Fleets

Compare Specialized Plans

If the Zebra OneCare Essential or Select plans are more than you need, pick from these additional specialized coverage plans to meet your distinct business operational support needs.

Zebra OneCare Special Value (SV)

This specialized plan for value-tier printers and mobile devices protects your devices with technical and software support, five-day repair turnarounds and optional accidental damage coverage. Plus, mobile computer users will get access to the cloud-based VisibilityIQ OneCare™ tool.

Zebra OneCare Technical and Software Support (TSS)

Available if a repair support plan is not purchased, you can still make sure your data is protected and you have support when needed. Access expert technical support and Zebra-exclusive security patches and software updates, including LifeGuard. This plan also provides support for software applications, both OEM and third-party.

Zebra OneCare On-Site Support

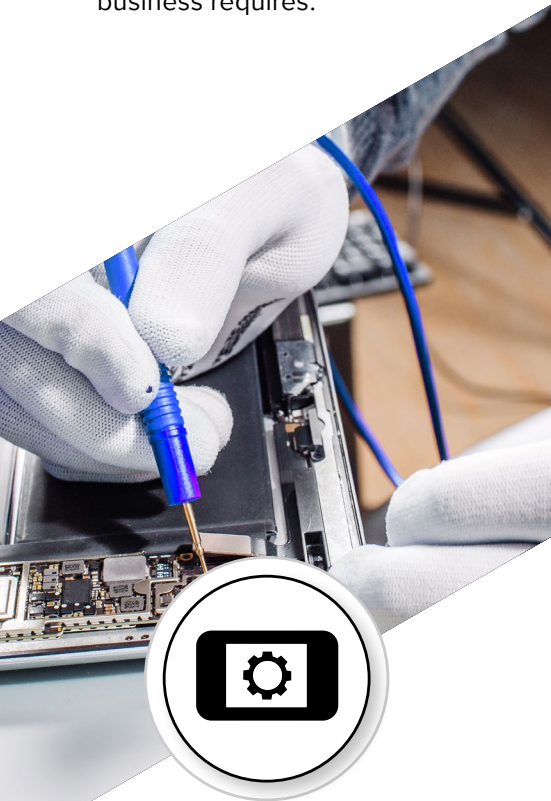
If your devices are too vital to your business to send out for repair, or if your devices are too large or cumbersome to send in, one call can bring a Zebra-trained and certified technician to your door for one-on-one, personalized attention.*



Tailor Your Service

Explore Plan Enhancements to Meet Your Operational Needs

Boost your Zebra OneCare plan with enhancements to create the ultimate features your business requires.



For when you need to maximize device shipping time.

Enhanced shipping logistics

- Speed up shipping to and from the Zebra Repair Center
- Choose the option to meet your turnaround needs
 - **Collection** provides courier pick-up of devices from your location to the Repair Center**
 - **Express Outbound Shipping** speeds up delivery of repaired devices back to your location by the next business day
 - **Expedited 2-Way Shipping** combines Expedited Collections with Express Outbound Shipping and provides express shipment of devices to and from the Repair Center



For when you want your devices ready to use out of the box and back into operations ASAP.

Device commissioning services

- Get devices delivered to you with your software, apps, OS and LifeGuard version, settings and more preloaded to your specifications
- Choose the service based on desired customization and business needs
 - **Standard Commissioning Service**
 - Application, OS and LifeGuard version loading, physical commissioning of accessories, and configuration management
 - **Advanced Commissioning Service*****
 - Enterprise Mobility Management / Mobile Device Management (EMM/MDM) provisioning, advanced physical commissioning and SIM card enablement with the carrier



For when you want to maintain your battery life.

Battery services

- Plan ahead and get a discount on battery services most devices need over their life
- Choose the option that best meets the needs of your fleet
 - **Battery Maintenance** tests and replaces batteries that cannot reach a minimum 80% charge during testing
 - Standard Battery Maintenance provides one new battery for the term of the contract
 - Premium Battery Maintenance provides unlimited quantity of new batteries for the term of the contract
 - **Battery Refresh** provides a consolidated shipment of new batteries at a pre-determined timeframe
 - At 18 months during a 3-year contract
 - At 18 months and 36 months during a 5-year contract



We'll Take it From Here

Focus on your business while we focus on the devices that run your business. Your operations and business outcomes are too important for you to go unprotected or underserved in the ongoing care of your solutions. Safeguard your mission-critical workflows with Zebra OneCare maintenance plans—the only completely accountable source for Zebra device and customer care.

Zebra
OneCare™

**Stay a step ahead
of the unexpected
with Zebra OneCare**

Compare Features Across Plans

Feature	Zebra OneCare™ Technical and Software Support (TSS)	Zebra OneCare™ Special Value (SV)	Zebra OneCare™ Essential	Zebra OneCare™ Select	Zebra OneCare™ On-Site Support
Coverage					
Normal wear and tear		✓	✓	✓	✓
Accidental damage		Optional	✓	✓	✓
Device diagnostic tool***		✓	✓	✓	✓
Turnaround Time					
Repair response time		5 business days from Service Center receipt	3 business days from Service Center receipt	Same day shipment of 'like new' replacement device	1 or 2-business- day options
Return shipping		Ground included	Ground included	Next business day	
Live Agent Telephone Support					
	Mon–Fri, 8–5 local time	Mon–Fri, 8–5 local time	Mon–Fri, 8–5 local time	24/7	Mon-Fri, 8-5 local time
Contract Coverage					
Contract length	1, 3 and 5 years	2 and 3 years	3 and 5 years	3 and 5 years	3 and 5 years
Software Updates					
Software updates and patches	✓	✓	✓	✓	✓
LifeGuard for Android security updates and patches	✓	✓	✓	✓	✓
Enhancements					
Standard device commissioning		Optional	Optional	Included	Optional
Advanced device commissioning		Optional	Optional	Optional	Optional
Battery maintenance service [^]		Optional	Optional	Optional	Optional
Battery refresh service [^]		Optional	Optional	Optional	Optional

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