



## Zebra OneCare for Printers

### PROTECTING YOUR BUSINESS OPERATIONS

Zebra OneCare Support Services for Printers aims to maximize the availability and performance of Zebra devices that directly support your critical business processes and to drive more predictable business outcomes.

Essential and Select service levels provide a market leading set of features and functionality to meet the needs of demanding operational environments:

- Comprehensive repair services delivered by the manufacturer
- Advance Replacement and expedited return shipping
- Comprehensive coverage
- Software Updates and Upgrades
- 24x7 and 8x5 help desk support options
- Commissioning of repaired printers
- Battery maintenance and refresh options

### CUSTOMER BENEFITS

- Helps maximize process uptime
- Promotes business continuity
- Increases investment protection
- Budgeted, known costs for support and repair
- Multiple solutions and options to meet customer needs
- Availability & performance is critical to delivering on customer core business outcomes
- Promotes customers confidence and peace of mind
- Enhanced support and protection over standard product warranty
- Global repair and support footprint provides ongoing support for the complete solution

### PARTNER BENEFITS

- Augment and complement partner service capabilities
  - Post-sale repair and support handled by Zebra
  - Create greater differentiation
  - Expand reach – features, geography and capacity
- Increased revenue and margin opportunities:
  - Upfront multi-year service contract revenue
  - Potential future annuity revenue with renewals
  - Additional revenue opportunity with Options
  - Non-stock solution
- Ease of selling:
  - Standardized portfolio/SKUs across devices/regions
  - Service parity with mobile computing

### CHOOSING THE RIGHT OFFER

BUSINESS NEEDS	ZEBRA ONECARE OFFER	SOLUTION
Do you need a solution that supports critical business functions and operations processes?	<b>SELECT</b>	High availability with advanced service features: <ul style="list-style-type: none"> <li>• 24 x 7 Help Desk</li> <li>• Advanced Replacement with spare pool mgmt</li> <li>• Express shipping</li> <li>• Commissioning</li> </ul>
Need defined, comprehensive assurance supporting your devices over and above warranty?	<b>ESSENTIAL</b>	Foundational service plan with known, fixed costs offering: <ul style="list-style-type: none"> <li>• Repair and return services</li> <li>• Software updates and upgrades</li> <li>• 8 x 5 Help Desk</li> <li>• Comprehensive coverage</li> </ul>

### NUMEROUS SERVICE LEVELS AND FEATURES TO MEET YOUR NEEDS

SERVICE LEVEL FEATURE COMPARISON						
FEATURE	ESSENTIAL	SELECT	NA	LA**	EMEA	APAC
Contract Term Length	3 and 5 years	3 and 5 years	•	•	•	•
O/S Software Updates	Included	Included	•	•	•	•
Support Help Desk	M-F, 8am-5pm local time	24x7	•	•	•	Select available in ANZ Only
Comprehensive coverage <sup>1</sup>	Included for Mobile, Desktop, Card & Kiosk Printers. (Option for Tabletop)	Included for Mobile, Desktop, Card & Kiosk Printers. (Option for Tabletop)	•	All products in Mexico and Brazil, Mobile only in Argentina, Chile & Columbia	•	•
Online Return Material Authorization (RMA) support	Included	Included	•	•	Future	•
Advance Replacement and Spare Pool Management <sup>2,3</sup>	N/A	Included	•	Mexico only	•	Select available in ANZ Only
Commissioning (App Load/ Config Mgmt) <sup>3</sup>	Option	Included	•	Mexico & Brazil only	•	Select available in ANZ Only
Depot Repair <sup>4</sup>	3 business days from depot receipt (Option: next business day available in NA and Mexico)	Same day shipment of replacement device	•	All products in Mexico and Brazil, Mobile only in Argentina, Chile & Columbia	•	•
Return Shipping	Standard: Ground (Option: next business day in select countries)	Next Business Day	•	•	•	•
ADDITIONAL FEATURES / FOR-FEE OPTIONS						
Battery Maintenance/ Battery Refresh Service	Option	Option	•	Battery Maintenance and Refresh are available in Mexico. Battery Maintenance only available in Brazil Argentina, Chile & Colombia	•	Battery Refresh only
On Site Service	Option	Option	•	N/A	UK, Ireland & Benelux	
Device Collection service (in select EU Countries only)	Option	Option	N/A	N/A	EU, Switzerland and Nordic countries only	N/A
Fast Track Service (UK/Ireland only)	Option	Option	N/A	N/A	UK & Ireland	N/A
Visibility Services Options (AVS/OVS)	Option	Option	•	•	•	•

\*\*Certain specific country limitations may apply.

<sup>1</sup>Including printheads, normal wear and tear and accidental breakage. Printheads will be covered where Comprehensive Coverage is applicable.

<sup>2</sup>In NA, spare pool is customer supplied/Zebra managed and requires 3-6% additional inventory purchase. In EMEA & APAC regions, Zebra supplies and manages the spare pool except in Russia where the customer must purchase their spare pool.

<sup>3</sup>Requires a minimum 5-unit purchase as part of a Select service contract.

<sup>4</sup>Service availability, Service feature and/or repair TAT may differ by country. Please contact your Zebra sales representative for details.



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