



ZEBRA



ZEBRA OneCare

Services that maximize the availability and productivity of your Zebra printers

Every day, your Zebra printers help you streamline your business processes to improve overall operational efficiency and accuracy, drive down the cost of doing business and increase workforce productivity. Availability of your printers is key to the success of your business and the return on your Zebra printer investment. Now, with Zebra OneCare services, you can ensure that your Zebra Mobile, Tabletop, Desktop, Card and Kiosk printers achieve maximum uptime and peak performance. You get unmatched support, right from the manufacturer — from experts that offer unparalleled product knowledge. With three service levels to choose from — Essential, Select and Premier — you'll find a Zebra OneCare offering that will meet your service requirements and your budget. And with global coverage, we're ready to meet your support needs, no matter where in the world your business is located.

Get the service level you need.

Essential and Select offer software updates and upgrades, varying levels of hardware support, technical support and repair turnaround times, plus numerous options to customize your service requirements to best meet your business needs. Our Premier service is fully customizable, allowing you to create a service package that meets the unique needs of your business. All of these support services can be purchased within 30 days of your equipment purchase.

If it's broken, we fix it.

Our Zebra OneCare services are truly comprehensive. Worn out printheads? Damaged platen rollers? Broken display? Our plans cover it all, including normal wear and tear and accidental damage. While Zebra's hardware Warranty covers defects in workmanship and materials, with Zebra OneCare for Printers, if it's broken, we'll fix it. And when you need to return a device, we make it fast and easy — return requests can be initiated online, anytime of the day or night.

Get unparalleled from-the-manufacturer expertise.

Our experienced technical support experts can help you with virtually any issue on any Zebra printer, providing swift resolution of issues to minimize the impact on your business. And our experts speak your language — with 16 available languages, we're ready to support associates in just about every corner of the world.

FOR MORE INFORMATION, VISIT WWW.ZEBRA.COM/SERVICES OR ACCESS OUR GLOBAL CONTACT DIRECTORY AT WWW.ZEBRA.COM/CONTACTUS

Zebra OneCare Essential

Zebra OneCare Essential service is our foundational service offering, with comprehensive coverage that includes printer cleaning and adjustment, technical support during your local business hours and 3-day turnaround time on repairs. Our user assessment and learning resources help you educate your users on how to use our devices, driving the rapid device adoption that allows you to begin reaping the benefits of your Zebra solutions faster. And, with our On-Site service option, we can dispatch a technician to your facility to troubleshoot and resolve issues for the most critical situations.

Zebra OneCare Select

Need a higher level of care? Zebra OneCare Select service delivers more capabilities. If a device needs repair, we ship out a replacement as soon as you notify us — before we receive your broken unit. We'll even commission your printer settings and label formats so your printer is ready to use on arrival. No matter what time of the day or night you have a problem, our experts are ready to help. Select service provides a technical support help desk with 24x7 availability. Want visibility to better manage assets within your environment? Our cloud-based visibility service option, powered by our Asset Visibility Platform, provides the location, condition and usage patterns of your LinkOS network enabled printers to enhance worker productivity.

Zebra OneCare Premier

Are workforce productivity and operation efficiency at the highest level critical to your business? Zebra OneCare Premier, our highest level of service, delivers a truly differentiated service experience. You choose the features you need to maximize process throughput and simplify your operation. Our solution experts will customize printer settings and software, integrate 3rd party software and peripherals and perform advanced diagnostics to meet your business needs. Taking full advantage of Zebra's Premier service capabilities will provide deeper operational insight, allowing you to streamline your operations and truly transform your business.

At-A-Glance: Essential, Select and Premier Services for Printers

STANDARD FEATURES	ESSENTIAL	SELECT	PREMIER
Term	3-5 years	3-5 years	Custom
Online access to operating system software	OS updates and upgrades	OS updates and upgrades	OS updates and upgrades
Support help desk	M-F, 8am-5pm local time	24x7 support	Dedicated
Comprehensive coverage, including printheads, normal wear and tear and accidental breakage	• (Tabletop optional)	• (Tabletop optional)	•
Online Return Material Authorization (RMA) support	•	•	•
Services dashboard	Future	Future	Future
User assessment/access to online training	•	•	Custom
Spares pool management	N/A	•	•
Device Commissioning (application loading and configuration management)	Optional	•	Custom
Repair turnaround time	3 business days from depot receipt Optional: next business day	Same day shipment of replacement device	Same day
Return shipping	Standard: ground Optional: next business day	Next business day	Same day
ADDITIONAL FEATURES FOR ZEBRA PRINTER PORTFOLIO			
Onsite Service — Tabletop printers	Optional	Optional	Custom
Visibility service	Optional	Optional	•
Hosted Device Management service	Optional	Optional	•
Battery Maintenance and Refresh services	Optional	Optional	Custom

NOTE: Services and Service availability may differ by region. Please contact your Zebra sales representative for details.

To view Zebra's product warranty, please visit <https://www.zebra.com/us/en/support-downloads/warranty/product-warranty.html>.

No warranties, expressed or implied, are given, and Zebra expressly disclaims all other warranties, including and without limitation, the implied warranties of merchantability and fitness for a specific purpose.

