

ZebraCare™ Service for Bar Code Printers



Reduce the cost of printer downtime due to lost productivity and unbudgeted repair costs by selecting a ZebraCare Depot or On-Site service agreement. ZebraCare service agreements allow you to:

- Plan and budget annual service needs.
 - » Downtime can cost 100 to 10,000 times more than a service contract.
 - » Purchase orders cost between \$40 and \$98 to create, manage, and fulfill, in addition to the dollar amount on the purchase order itself.
- Reduce the soft costs associated with out-of-service printers, and increase uptime. ZebraCare ensures your printer is repaired in a timely manner—reducing the impact on your business operations.
- Choose the service option right for your company. Whether you value turnaround time or having a pool of maintained inventory for replacement purposes, Zebra offers a plan that will fit your budget and business needs.

ZebraCare™



ZebraCare Service Directly from Zebra



ZebraCare Depot Service Quality and Flexibility

Your Zebra® printer is a crucial part of your bar code printing solution. That is why Zebra offers an array of service agreements designed to keep your printer in proper working condition. You will have peace of mind in knowing that highly trained professionals using quality parts are servicing your printer. And you get all of this at a competitive price.

No matter which program best fits your needs, you will have access to a wide range of benefits, including:

- Trained Product Experts
- Quick Turn Around Times
- Genuine Zebra™ Parts and Printheads
- Most Current Engineering Specifications
- A Commitment to Quality and Continual Improvement



Zebra has **Service Agreements** That are Right for You

A ZebraCare service agreement is a cost-effective means of planning and budgeting your annual maintenance expenditures. Your agreement ensures that Zebra-certified and -trained technicians bring your printer back to factory specifications. Zebra offers a number of service agreements along with an additional service option.

ZebraCare^{Depot}™ (Mobile, Desktop, Tabletop, Kiosk and Print Engines)

A ZebraCare Depot “back-to-factory” service agreement covers all the labor and parts (excluding batteries and accessories) required to keep your printers operating at the high performance levels you have come to expect from Zebra. Comprehensive coverage includes unlimited printhead replacement; normal wear and tear; and all internal and external components, such as the LCD, media cover, gears, etc. All Zebra equipment returned for service under these agreements will receive a complete preventative maintenance procedure and will be returned to you quickly, at no additional cost. Choose from one of these competitively priced service agreements tailored to meet your needs.

Standard with Comprehensive*

The Standard agreement covers all labor and parts (excluding accessories and batteries), cleaning and adjustment, preventative maintenance, and three-day turnaround.

Advantage with Comprehensive*

ZebraCare Advantage includes all the standard features with the addition of next day turnaround on all corrective maintenance.

Advantage PLUS with Comprehensive*

With ZebraCare Advantage PLUS, we will maintain a pool of up to 6 percent of your inventory at our facility for same-day exchange, provide free overnight shipping, and monthly activity reports.

**Comprehensive coverage comes standard with all mobile, desktop and kiosk ZebraCare agreements. Comprehensive extra for tabletop and print engine ZebraCare agreements.*

ZebraCare^{On-Site}™ (Tabletop Only)

A ZebraCare On-Site service agreement eliminates the need to return your printer to a Zebra repair center. One call brings a Zebra-certified and -trained ZebraCare On-Site service technician to your facility fast. Choose from these competitively priced service agreements tailored to meet your needs.

Standard—2-Day Response

On-Site Standard—which covers all travel, labor and parts (excluding printheads and accessories)—a service technician arrives at your location within **two** business days on requests received before 4:30 p.m. EST.

Advantage—Next-Day Response

On-Site Advantage includes all the features of On-Site Standard. With On-Site Advantage, a service technician arrives at your location the **next** business day on requests received before 4:30 p.m. EST.

Advantage PLUS*—Same-Day Response

On-Site Advantage PLUS also covers all travel, labor and parts (excluding printheads and accessories). With On-Site Advantage PLUS, a service technician arrives at your location within **four hours** of on-site service requests received before 1:30 p.m. local time.

Comprehensive Coverage (For ZebraCare On-Site)

Upgrade your service plan’s coverage to include unlimited printhead replacement; normal wear and tear; and all internal and external components, such as the LCD, media cover, gears, etc.

** Four-hour response available only in select locations. Please call for availability in your area.*

Additional Service Option

Zebra Authorized Service Provider™ (ZASP™)

Zebra also has a global network of Zebra resellers that have demonstrated a commitment to provide quality service and support for all Zebra products. They have been endorsed and certified by Zebra to provide on-site repair, as well as installations, service agreements, and technical support. All ZASPs have gone through extensive Zebra training and are required to re-certify on an annual basis.

Go to www.zebra.com to find a ZASP in your area!

Zebra Service Agreement Snapshot

Our service agreements are designed to extend the life of your Zebra printer and keep it running at the high level of performance you have come to expect and rely on.

Zebra service agreements ensure you will receive quality service from highly trained professionals at a competitive price. Why take a chance with the performance of your bar code printing solution? Select one of the many available Zebra service agreements that's best suited for you.



ZEBRA SERVICE AGREEMENTS	HIGH- PERFORMANCE PRINTERS	INDUSTRIAL & COMMERCIAL PRINTERS	DESKTOP PRINTERS	MOBILE PRINTERS	RFID PRINTER/ ENCODERS
ZebraCare Depot Service » Service Agreements » Flat-Rate	✓	✓	✓	✓	✓
Zebra Authorized Service Provider	✓	✓	✓	††	✓
ZebraCare On-Site Service » Service Agreements	✓	✓			✓
Self-Service Agreements	Contact Zebra's Service Organization for further details.				

✓ Maintenance covered under program.

†† Only available in select non-US regions. Please visit www.zebra.com for a list of International Service Providers.

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Repair Locations

USA: Vernon Hills, Illinois **Canada:** Toronto **Europe:** United Kingdom, Netherlands **Asia Pacific:** China, Singapore **Latin America:** Mexico



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Other Locations

USA: California, Georgia, Illinois, Rhode Island, Texas, Wisconsin **Europe:** France, Germany, Italy, the Netherlands, Poland, Spain, Sweden, Turkey, United Kingdom **Asia Pacific:** Australia, China, Hong Kong, India, Japan, Malaysia, South Korea, Singapore, Thailand **Latin America:** Brazil, Florida (LA Headquarters in USA), Mexico **Africa/Middle East:** Dubai, South Africa

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