



ZEBRA



ZEBRA OneCare

Services that provide high visibility and availability across your Zebra solution

Every day, your Zebra products help you improve overall operational efficiency and accuracy, drive down the cost of doing business and increase workforce productivity. As a result, availability of these products is key to the success of your business and the return on your Zebra investment. Now, you can ensure that your Zebra mobile computing and RFID devices, bar code scanners and wireless LAN infrastructure achieves maximum uptime and peak performance with Zebra OneCare services. 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 offers software updates and upgrades, varying levels of hardware support, technical support, repair turnaround times, and numerous options to customize your service and visibility requirements to best meet your business needs. Our Premier service is fully customizable, allowing you to select from our overall capability set and create a unique service package that bests meets your productivity and efficiency goals. 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. Broken display? Cracked outer casing? Damaged scanner exit window? 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, 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.

Experienced technical support experts are ready to assist in 16 languages to resolve any issues and minimize the impact on your business operations. Our solution labs and ability to maintain your customer-specific configurations accelerate trouble resolution, so you're back in business, as soon as possible. And application support specialists can assist with migration to next generation technologies.

FACT SHEET

ZEBRA ONECARE FOR ENTERPRISE PRODUCTS

Zebra OneCare Essential

Zebra OneCare Essential service is our foundational service offering, with comprehensive coverage, technical support during your local business hours and 3-day turnaround time on repairs. Included for our mobile computers is our unique Device Diagnostic service that will detect WLAN connectivity, memory and battery issues to help triage problems without leaving the hands of the user, preserving productivity. 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.

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 and prior to receiving the broken unit. We'll even commission your mobile computer so it's 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, health, usage patterns and repair history of your device to enhance overall productivity within your business.

Zebra OneCare Premier

Are business outcomes critical to your operation? Is the highest level of productivity essential for your business? Zebra OneCare Premier, our highest level of service, delivers a truly differentiated service experience. You choose the features you need, from customized dashboards, advanced diagnostics, 3rd party software support and proactive alerts designed around unique thresholds you select, all supported by a dedicated help desk. This level of deep operational insight allows you to integrate your operations and truly transform your business by taking full advantage of Zebra's overall service capabilities. Contact your local Zebra Technologies representative or partner to discuss how Zebra OneCare Premier can meet your specific business requirements.

AT-A-GLANCE: ESSENTIAL, SELECT AND PREMIER SERVICES

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	●
Support help desk	M-F, 8am-5pm local time	24x7 support	Dedicated
Comprehensive coverage, including normal wear and tear and accidental breakage	●	●	●
Online Return Material Authorization (RMA) support	●	●	●
Services dashboard	Optional	●	Custom
User assessment/access to online training	●	●	Custom
Spares pool management	N/A	●	●
Repair turnaround time	3 business days from depot receipt	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 ENTERPRISE MOBILE COMPUTING PORTFOLIO			
Device Diagnostic service	●	●	Advanced diagnostics and triage
Device Commissioning (application loading and configuration management)	Optional	●	3rd party software support; app migration services
Visibility service	Optional	Optional	●
Hosted Device Management service	Optional	Optional	●
Battery Maintenance and Refresh services	Optional	Optional	Custom
Device Collection service	●	●	●

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>.

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