

**ZEBRA**

## Zebra OneCare On-Site

### SERVICES THAT MAXIMIZE THE AVAILABILITY OF YOUR MISSION -CRITICAL 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 On-Site Services, you can ensure that your mission-critical Zebra printers achieve maximum uptime and peak performance. One call brings a Zebra-trained and-certified service technician to your facility. Using genuine Zebra™ parts, your On-Site service technician will quickly return your Zebra® printer to original specifications—and help return your operations to full productivity. You get unmatched support, right from the manufacturer — from experts that offer unparalleled product knowledge. With a variety of service options to choose from — Essential 2-Day, Essential - Next Day and Select Same Day — you'll find a Zebra OneCare offering that will meet the service requirements of your business-critical assets and budget.

#### Get the service level you need

Essential and Select offers software updates and upgrades, varying levels of hardware support, technical support and quick response times, plus numerous options to customize your service requirements to best meet your business needs. 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 On-Site for Printers, if it's broken, we'll fix it. .

#### Get un-parallel support from-the-manufacturers experts

Our experienced technical support experts can help you with virtually any issue on Zebra printers, providing swift resolution of issues to minimize the impact on your business.

FOR MORE INFORMATION, VISIT [WWW.ZEBRA.COM/SERVICES](http://WWW.ZEBRA.COM/SERVICES)  
OR ACCESS OUR GLOBAL CONTACT DIRECTORY AT [WWW.ZEBRA.COM/CONTACT](http://WWW.ZEBRA.COM/CONTACT)

**FACT SHEET**

ZEBRA ONECARE FOR MOBILE PRINTERS

**Zebra OneCare Essential - 2-Day and Next-Day Response**

Zebra OneCare Essential service is our foundational service offering, with comprehensive coverage that includes printer cleaning and adjustment and technical support during your local business hours.

**2-Day Response:** The service technician will arrive at your location with “parts in hand,” within 2 business days on requests received before 4:30 p.m. EST

**Next-Day Response:** The service technician will arrive at your location within on the next business day on requests received before 4:30 p.m. EST

**Zebra OneCare Select - Same-Day Response**

Zebra OneCare Essential service is our foundational service offering, with comprehensive coverage that includes printer cleaning and adjustment and technical support during your local business hours. The service technician will arrive at your location within 4 hours on requests received before 1:30 p.m. EST

**On-Site Essential and Select**

STANDARD FEATURES	ESSENTIAL	SELECT
Term	1-3 years	1-3 years
Travel	All travel included - No additional mileage fees	All travel included - No additional mileage fees
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
Complete cleaning and adjustment	Included	Included
Engineering changes (ECOs)	Included	Included
Preventative maintenance check-ups	2 per year	2 per year
Comprehensive coverage, including printheads, normal wear and tear and accidental breakage	Optional	Optional
Response Time	Second Business Day and Next Business Day Options	Same Business day (4 hour response) available in select locations. *Please contact your Zebra Sales

**ADDITIONAL FEATURES FOR ZEBRA PRINTER PORTFOLIO**

Visibility service	Optional	Optional
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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.



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