



Zebra OneCare® Special Value (SV)

Right-priced Protection for Zebra TC2X Mobile Computers and Select Printers

Optimum availability of your Zebra mobile computers and printers is key to your business success. Your devices require a service plan that ensures maximum uptime to protect your critical business operations. Without a service plan, a single repair can cost more than the device — and without defined turnaround times, your devices may be out of service for an extended period of time. But now, Zebra OneCare® Special Value (SV) provides enterprise-level service at the right price — at only a fraction of the cost of a single, uncovered repair. Available for Zebra TC2X mobile computers and select desktop and mobile printers, this special value service provides two or three years of protection against device functional failure due to manufacturing defects, plus coverage for normal wear and tear; unmatched, direct-from-Zebra live and online technical support; software and security updates; priority repair turnaround times; free return shipping, access to preferred Flat Rate Repairs, and more.

Zebra OneCare SV goes well beyond standard warranties. It includes LifeGuard™ for Android™ security¹ updates to extend the lifecycle of Zebra Android mobile computers by protecting your device every day it is in service. It also includes VisibilityIQ™ OneCare² to give your workforce superior visibility to view reports on repairs, support cases, contracts, LifeGuard for Android reports and more, via a cloud-based dashboard. Protect your operational efficiency, workforce productivity and your budget with Zebra OneCare SV — the right level of service at the right price.

Keep Devices Running with Enterprise-Level Coverage Protecting Normal Wear and Tear, Functional Failures and more

Zebra OneCare SV gives you the peace of mind that all your components are covered with device functional failure due to manufacturing defects — from the motherboard, memory, wireless radios, camera and imager in the TC2X to worn keypads and platens in printers. The result? Less downtime, no more surprise repair costs, and no unnecessary, new hardware purchases.

Get LifeGuard for Android Security Updates Throughout Your Entire Device Lifecycle

Your Zebra Android-based devices have a lifecycle that can run well beyond typical security support. But without continual security support for the version of Android running in your organization, there may be security risks that can be eliminated only by retiring your Zebra devices early — a very costly solution. Instead, save costs and keep your Zebra Android mobile devices running and secure throughout their lifecycle with LifeGuard for Android. As the industry's first extended security solution, LifeGuard not only provides the security updates and patches you need, it also makes updating simple. You can see when updates are available and which devices need them. With LifeGuard, you're always in charge — if you don't want to update your devices to the next Android version, Zebra will continue to provide support on your current version of Android.

Put Your Devices Back into Service, Right Out of the Box

With Zebra's optional Device Commissioning Service, once your repair is complete, we'll restore all your settings, configurations and applications before we ship it back. Your device is ready to return to work the moment you take it out of the box. Just turn it on — we take care of the rest. Other options include coverage for broken or cracked displays and battery replacement, as well as Battery Refresh Service to replace aging batteries.

Around-the-Clock Support and Repair Status Visibility

Providing greater value than a stand-alone technical support plan, OneCare SV connects you to Zebra's live technical support, as well as 24x7 access to Zebra's self-help Online Support Portal. Consult with live Zebra experts to address technical issues, or go to our portal and search knowledge articles and FAQs to locate answers quickly. Use our portal to find product manuals, configurations, and troubleshooting information; get software updates and valuable utilities; check warranty and contract coverage, and more. If you need to send your Zebra device to the repair depot, turn-around time is half that of Warranty repairs — 5 days instead of 10^{3,4} — with free return shipping. And with VisibilityIQ OneCare and Zebra's online Repair Order Portals, it's easy to keep track of all devices throughout the entire repair cycle. You can see where your devices are from the moment you enter a repair ticket to the moment your devices arrive back at your facility.

Fix Your Mobile Computers on the Spot with Zebra's Unique Device Diagnostics Tool

Many TC2X issues can be corrected right on site — if you only had the right device statistics. Now you will with Zebra's Device Diagnostics Tool. Just load the application onto your TC2X to access key information, such as wireless connectivity metrics, device memory, battery statistics and much more, including the ability to run additional tests. The data you need to triage and troubleshoot devices can be viewed on the device. The result? More device uptime — your devices remain in the hands of your workers, right where they will best benefit your business and your customers.

Add the Flat Rate Repair Option to Create the Perfect Support Service for your Business

Zebra's Preferred Flat Rate Repair (FRR) option covers damages associated with cracked displays or broken housings to further protect your device investments. FRR gives you the peace of mind that you have access to an additional level of coverage when accidents happen to device displays or housings. FRR is available only for TC2X customers and requires a OneCare SV contract.

Protect your critical business operations and avoid unexpected repair expenses for less with Zebra OneCare SV. For more information, please visit www.zebra.com/zebraonecare

Features At-a-Glance

Feature	Zebra Warranty	Zebra OneCare SV ⁵
Term Length	1 year	2 years or 3 years
Depot Turn-Around Time (TAT) ^{4,6}	Minimum of 10 days	5 business days from depot receipt
Technical Support	90 days Live agent M-F, local business hours Online self-service tools 24x7	2 years or 3 years Live agent M-F, local business hours Online self-service tools 24x7
Manufacturer's Defects	●	●
Device Wear and Tear (under normal use)	Not covered	●
Return Shipping	Ground only	Ground included Optional: next business day
Operating System Software Updates (online access)	●	●
LifeGuard for Android Security Updates	●	●
Online Repair Order Portal for RMA ⁷	●	●
VisibilityIQ OneCare ⁸	Not available	TC2X only
Device Diagnostic Service (Mobile computers)	Not available	TC2X only
Device Commissioning ⁹ (Application and Configuration Management)	Not available	Optional
Display Replacement (Cracked screens/broken housing repairs)	TC2X only; separate fee (quote provided by Repair Depot)	TC2X only; \$50 fee per incident (available only to OneCare SV customers)
Battery Refresh Service ¹⁰	Not available	Optional for TC2X only
Visibility Services: VisibilityIQ Foresight ¹¹	Not available	Optional

1. Available for Zebra Android mobile computers.
2. Available for Zebra mobile computers and scanners.
3. Service feature and/or repair TAT may differ by country. Please contact your Zebra sales representative for details.
4. Does not cover accidental/physical/cosmetic damage or damage due to neglect/abuse specifically involving displays and housing among other components.
5. Zebra OneCare SV is only available for the following devices: TC2X mobile computers and the GC Series, GK Series, GT Series, LP/TLP 2824, ZD400 Series, EZ320, ZQ100 Series, ZQ200 Series, ZD100 Series, ZD200 Series printers.
6. Zebra depot turn-around time (TAT) is defined as the length of time a device is held in an authorized Zebra repair depot. It does not include time in transit to or from the depot.
7. Available in NA, EMEA, APAC and Mexico for enterprise and printing products.
8. For mobile computers and scanners only. Includes repair, technical support, contracts, LifeGuard reports and more. Available in NA, EMEA and APAC.
9. Available in NA, EMEA and ANZ. For availability outside these territories, please contact local service representative.
10. Available in NA, EMEA and ANZ. For availability outside these territories, please contact local service representative.
11. Visibility Service Options: VisibilityIQ Foresight. Available for: Zebra Mobile Computers and Zebra Link-OS network-enabled printers.

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FACT SHEET

ZEBRA ONECARE® SPECIAL VALUE (SV)



Zebra OneCare SV Customer Case Study: Protecting Sales for a Busy Retailer

When it comes to device support, timing was everything for this large athletic shoe retailer.

In response to the highly publicized arrival of shoes for multiple star athletes in various sports, long lines of customers looking to purchase shoes were expected early the next morning.

That's when the store manager noticed a major performance issue with their Zebra handheld mobile computers — the devices were very slow to respond to associates scanning barcodes to update inventory and check stock in real time. The resulting inventory inaccuracies and inability to reliably determine if an item was in stock threatened customer satisfaction and sales.

The store manager reached out to Zebra's technical support department for help. The issues were identified nearly instantly: the devices were operating on an older version of software that was not fully compatible with the store's current operating system. All 12 devices were updated with the latest version of the software, as well as a LifeGuard security patch that ensured that the store's sensitive customer data remained safe. The result? Devices were returned to optimal performance, ensuring crucial communications from back of store to front of store remained up to date during one of the busiest selling periods in the retailer's calendar. And the launch of the new shoes was a success.



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