

## Canada-Based Service Saves You Time and Money

Zebra's Canadian customers can now have the convenience of an in-Canada source of warranty service and support on the high-performance, industrial, commercial, desktop, and mobile printers. Instead of sending your printers to Zebra's U.S. repair center—and incurring extra shipping expenses and import duties—our Zebra Repair Center in Toronto can satisfy all of your warranty service and support needs.



# Zebra® Service Expansion in Canada!

New! Expanded Zebra Printer Repair Service and Support Delivered in Canada



Zebra is excited to introduce depot repair service\* in Canada for high-performance, industrial, commercial, desktop, and mobile products. Through our Canada-based Repair Center, you will have peace of mind knowing that highly trained professionals using Genuine Zebra parts will service your printer, and that they will meet the quality standards you've come to expect from Zebra. You'll be assured that your printer will be brought back to factory specifications every time.

Whether you've chosen to participate in one of Zebra's ZebraCare™ extended warranty and maintenance programs, or require printer service during or after the life of your Zebra standard warranty, you'll continue to receive the same high level of service that you currently enjoy.

## ZebraCare Extended Warranty and Maintenance Programs

A ZebraCare Maintenance Agreement is a cost-effective means of planning and budgeting your annual maintenance expenditures.

ZebraCare standard back-to-factory agreements cover all the labor and parts (excluding printheads, accessories, and batteries) required to keep your printers operating at the high performance levels you have come to expect from your Zebra products. All Zebra equipment returned for service under this agreement will receive a complete preventative maintenance procedure and will be returned to you at no additional cost.

- All parts and labor (excluding printheads, accessories, and batteries)
- Only Genuine Zebra Parts
- Required repair of nonfunctioning equipment
- Cleaning and adjustment
- Complete preventative maintenance procedure at no cost (high-performance and industrial/commercial printers only)
- Return shipping via ground at no cost
- 3- to 5-day lead time from date of receipt
- Assures optimum performance

**ZebraCare Advantage Coverage** includes all the standard features with the addition of 2-day or better turnaround on all corrective maintenance. No-charge firmware upgrades available upon request.

**ZebraCare Advantage Overnight Coverage** includes all the features of ZebraCare Advantage, plus includes free next-day return shipping.

*(Continued)*

## Rely on Canadian-Based Printer Service from Zebra!

Count on Zebra's Repair Center in Canada to provide the same strong commitment to reliable and trouble-free service as you would receive from Zebra's factory repair center in the United States.

If you have questions about service and support for your Zebra printer, please contact Zebra at +1 847 955 2296.

For printer service, please contact Zebra at + 1 847 955 2296 to obtain an RMA\*\* (Return Materials Authorization) number to be sure your printer is received and serviced properly.

Then send to our facility at:

Zebra Repair Center  
c/o Getronics  
150 Middlefield Road  
Toronto, ON M1S 4L6  
RMA#

Other Zebra Repair Locations  
USA: Vernon Hills, IL  
EUROPE: Preston, United Kingdom  
ASIA-PACIFIC: Singapore

\* Field service not included.

\*\* RMA number is required

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# Zebra Service Expansion in Canada



With the **ZebraCare Advantage Plus Coverage** Zebra will manage a pool of up to 6 percent of your inventory at our facility. Whenever the need arises, we will ship overnight a pool printer to your designated facility. Returned defective units will be promptly repaired and returned to inventory in order to replenish the stock of ready units.

## Additional Service Options

ZebraCare agreements can be enhanced with the following service options:

### Comprehensive Coverage

*(Desktop and Mobile Printers Only)*

- » Upgrades your service plan's coverage to include printhead replacement and physical damage repair.

### Battery Coverage

*(Mobile Printers Only)*

- » Upgrades your plan's coverage to include a predetermined number of battery replacements.
- » Zebra will replace 20 percent, 30 percent, or 40 percent of your batteries per year when the old ones become depleted.
- » Minimum of 10 units required for coverage.

### Printhead Coverage

*(High-Performance and Industrial/Commercial Printers Only)*

- » Upgrades your plan's coverage to include a predetermined number of printhead replacements.
- » Zebra will replace 20 percent, 30 percent, or 40 percent of your printheads per year when the old ones become worn.
- » Minimum of 10 units required for coverage.

## Standard-Warranty Support

- Twelve-month warranty on labor/parts, and six-month warranty on printhead
- Technical support via e-mail or Internet at [www.zebra.com/support](http://www.zebra.com/support)
- Three- to five-day repair turnaround (plus shipping time)

## Post-Warranty Support

- All post-warranty repairs are invoiced at time and material rates or at a flat rate.
- Rest assured you can put your printer back under warranty with a ZebraCare extended warranty program.



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**OTHER LOCATIONS** **USA:** California, Rhode Island, Wisconsin **EUROPE:** France, Germany, Italy, Netherlands, Poland, Spain, Sweden, United Kingdom **ASIA-PACIFIC:** Australia, China, Japan, Singapore, South Korea  
**LATIN AMERICA:** Florida (USA), Mexico **AFRICA/MIDDLE EAST:** South Africa, United Arab Emirates



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