



## ZebraCare™ Factory Maintenance Plans

### Frequently Asked Questions

**Q. What is the advantage to purchasing a ZebraCare coverage plan?**

A. In addition to the security and peace-of-mind in knowing that your printer repair needs will be covered throughout the coverage period, purchasing a ZebraCare Maintenance Agreement is a cost-effective means of planning and budgeting your annual maintenance expenditures. The program guarantees that your printers can be returned to Zebra's repair depot where it receives the finest care by *specially trained Zebra factory technicians* who will restore your printers to factory specifications.

**Q. What service plans are available through the ZebraCare program?**

A. ***Four different service plans are available.*** Our standard plan covers all parts and labor (excluding printheads, accessories, and batteries) necessary to restore your printer to factory specifications, including most engineering changes enacted after your printer purchase. Return ground shipping is also included. For high performance, specialty, industrial commercial printers, you can return your printer to Zebra annually for preventative cleaning, adjustment, and inspection. ***ZebraCare Advantage*** includes all of the standard features with the addition of a better than two day turn-around on all corrective maintenance and no-charge firmware upgrades upon request. ***Advantage Overnight*** includes everything from the standard and Advantage plans PLUS overnight return shipping. Under our ***Advantage Plus*** plan Zebra will manage a "pool" of up to 6 percent of your printer inventory at our facility. When the need arises, we will overnight ship a pool printer to your designated facility. Units that are returned for service are promptly repaired and returned to the inventory pool to replenish the stock of available units.

**Q. What other service options are available with ZebraCare?**

A. Customers also have the option of upgrading their coverage plan with three service options:

- ***Comprehensive Coverage*** on Zebra's desktop and mobile printers includes coverage on physical damage and printheads
- ***Battery Coverage*** on mobile printers
- ***Printhead Coverage*** on tabletop printers

**Q. How do the battery and printhead coverage options work?**

A. *Customer can choose to have 20%, 30%, or 40% of their batteries or printheads replaced every year when they become depleted or worn.* For example, a Standard ZebraCare agreement with optional 30% Battery Coverage on 100 mobile printers would be entitled to 30 free battery replacements for each year of coverage after the initial warranty period of one year.

**Q. How often will my customer be able to return their printer during the term of this agreement?**

A. *An unlimited number of times!!* We don't expect your customer to have many problems with their Zebra printer during its lifetime and are committed to taking care of the printer's problems the first time, every time. However, if the need arises, you can be confident that the printers covered under ZebraCare can be returned an unlimited number of times for repair service.

**Q. How do I get my printer serviced when the need arises?**

A. Simply follow the step-by-step instructions listed on your ZebraCare Maintenance Agreement. You will need either the Agreement number or serial number of your printer when calling. Our Service Representatives will create a return materials authorization number (RMA) and help guide you through the steps to return the printer.

**Q. How long will it take to get my printer serviced?**

A. Less than two days under the ZebraCare *Advantage* and *Advantage Overnight* options!! Every effort will be made to repair and ship all other printers under our standard program within three to five days of receipt. Our Service Representatives will be happy to assist with further details.