

# End Users' Frequently Asked Questions: ZebraCare™ On-Site



## Bringing Service to You

### Q. What is ZebraCare On-Site?

A. ZebraCare On-Site is a yearly service agreement that will allow Zebra customers to receive service on their Zebra printers at their place of business.

### Q. What are the advantages of purchasing a ZebraCare On-Site service agreement?

- A. You'll receive the following benefits:
- It's the least expensive service option over the life of your product.
  - You receive faster service response based on the service agreement level chosen.
  - Routine preventative maintenance checkups and repair services are all done on-site, thus reducing printer downtime.
  - Factory-trained and -certified technicians bring your printer back to original specifications.
  - Only genuine Zebra™ parts are installed in each repair.
  - It reduces your overall cost of ownership and protects your investment.

### Q. Why should I buy a ZebraCare On-Site service agreement at the time of purchase rather than wait until my warranty ends?

- A. Purchasing at the time of purchase provides:
- Extra savings when purchasing upfront.
  - "New Product" pricing, which is available for a limited time.
  - A safeguard for unexpected, expensive, and inconvenient "time and material" repair costs if the warranty ends.

### Q. Is there an advantage to purchasing a multi-year agreement?

- A. Purchasing a multi-year agreement provides:
- Savings—up to 10 percent.
  - Protection against future price increases.
  - Peace of mind by eliminating the administrative hassle of remembering to renew.
  - Long-term insurance against the unexpected.

### Q. Are there any restrictions on when I can purchase an On-Site service agreement?

A. Yes. If the product is not under an original product warranty or covered by a ZebraCare service agreement, it must be in good working order prior to being covered by an agreement.

### Q. Are other service options available with ZebraCare On-Site?

A. Yes! There are numerous options available to you. Please contact your Zebra authorized reseller for details.

### Q. Who will service the product?

A. A factory-trained and -certified Zebra technician will arrive on-site to service your printer. You'll receive the same quality repair as you would from a Zebra repair center and the repair will include only genuine Zebra parts.

### Q. How can I buy a ZebraCare On-Site service agreement?

A. Call your reseller and ask to purchase a ZebraCare On-Site service agreement. You can also visit [www.zebra.com](http://www.zebra.com) or call Zebra directly at +1 800 268 1736.

#### ZebraCare On-Site Service Agreements:

- **ZebraCare On-Site Standard—2nd Business Day Response**  
Service technician arrives at your location the 2nd business day.
- **ZebraCare On-Site Advantage—Next-Day Response**  
Service technician arrives at your location the next business day.
- **ZebraCare On-Site Advantage Plus\*—Same-Day Response**  
Service technician arrives at your location within four hours of on-site service requests received before 1:30 p.m. local time

*\*Four-hour response available only in select locations*

*Note: Custom on-site response times also available. Please contact your Zebra authorized reseller or Zebra for details.*



[www.zebra.com](http://www.zebra.com)

**Corporate Headquarters**  
+1 800 423 0442  
E-mail: [inquiry4@zebra.com](mailto:inquiry4@zebra.com)

**Asia-Pacific Headquarters**  
+65 6858 0722  
E-mail: [apacchannelmarketing@zebra.com](mailto:apacchannelmarketing@zebra.com)

**EMEA Headquarters**  
+44 (0)1628 556000  
E-mail: [mseurope@zebra.com](mailto:mseurope@zebra.com)

**Latin America Headquarters**  
+1 847 955 2283  
E-mail: [inquiry4@zebra.com](mailto:inquiry4@zebra.com)

#### Other Locations

**USA:** California, Georgia, Illinois, Rhode Island, Texas, Wisconsin **Europe:** France, Germany, Italy, the Netherlands, Poland, Spain, Sweden, Turkey, United Kingdom **Asia Pacific:** Australia, China, Hong Kong, India, Japan, Malaysia, South Korea, Singapore, Thailand **Latin America:** Brazil, Florida (LA Headquarters in USA), Mexico **Africa/Middle East:** Dubai, South Africa

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