

Welcome to the Zebra Family of Customers

We are committed to providing you with quality, timely and effective support, with programs and tools designed for your service and support needs. This document provides an overview of our three key support tools and includes step-by-step information on how to initiate your product repair:

- Support Central — online self-service tools and developer resources
- Enterprise Mobility Support Centre — telephone support
- Online Return Material Authorization (RMA) — initiate your service repair

Online Support

Support Central is your first point of contact for answers and issue resolution on our products. This intuitive online tool provides assistance through:

- **Knowledge articles and frequently asked questions:** locate answers to questions and resolve issues online through a single search capability for relevant content
- **Product manuals:** access information about a product, including installation, configuration, troubleshooting and product specifications
- **Entitled software downloads and developer kits:** find the latest software available for your product
- **Service registration:** register your hardware or software service agreement or warranty entitlement
- **Online repair requests:** ensure a quick product repair process by obtaining an RMA, along with repair status, contract and warranty entitlement, and standard repair history reporting
- **Contact support:** determine the best way to contact support to get the service results you need
- **Personal support:** access content and product information based on your specific product needs

For local, in-country support numbers, please visit:

- <https://www.zebra.com/us/en/about-zebra/contact-us/contact-zebra.html> and select your country from the drop-down list

Telephone Support: Calling the Support Centre

Zebra support centre is your point of contact for all calls and questions on our products. As a services contract customer, your customer ID provides you with entitled access to technical experts, with a defined response time and escalation path.

If you cannot resolve your issue using the online self-service tools, the support centre can provide you with three types of assistance:

- **Non-technical** help with general administrative questions such as repair request process or tracking products sent for repair
- **Technical** assistance for expert help in resolving technical questions about a product or problem resolution with your products
- **Contracts assistance** for any service agreement-related enquiries

Telephone assistance in EMEA

For your convenience, we provide both local and toll-free telephone numbers for select countries. For the most current support phone number for your country, please visit: <https://www.zebra.com/gb/en/about-zebra/contact-us/contact-zebra.html> and select your country from the drop-down list.

The support centre offers local language support in English, Dutch, French, Spanish, Italian, German, Czech, Polish and Russian. If we currently do not have a local or toll-free number for your country, you can dial telephone number +420 533 336 123. Please follow the prompts and select the appropriate option.

Telephone Support Options:

Non-Technical Assistance: Select Option 1

- Normal business hours: 8:00 a.m. to 7:00 p.m. Central European Time
- Support is provided in 9 languages, listed above
- Handles RMAs, enquiries regarding status of RMAs, RMA quoting, Time and Material billing issues, warranty and contract entitlement status, and general enquiries
- When you call for assistance, please be prepared to provide:
 - Contract number if applicable
 - Customer or Site ID and name
 - Job number
 - Product serial number

Technical Assistance: Select Option 3

- Normal business hours: 8:00 a.m. to 7:00 p.m. Central European Time
 - After-hours technical support is provided through our support centre in English only
- Support is provided in 9 languages, listed above
- Level 1 and Level 2 technical support provided
 - Level 1 handles technical customer enquiries, defective on arrival (DOA) validation for direct customers and Tier 1 partners, and advance replacement for wireless switches in the 9 local languages listed above
 - Level 2 handles enquires of a more detailed and specialized technical nature, which require further in-depth investigation
- When you call for assistance, please be prepared to provide:
 - Contract number, if applicable
 - Customer or Site ID
 - In the case that your Site ID does not exist, a new Site ID will be created on your first call through to the support centre
 - Product serial number
 - Problem description
 - Contact name and number
 - Type of product (this is the product family, such as scanner or mobile computer)

With this information, we can quickly and accurately identify your location and equipment records to deliver the timely assistance you expect. Entitlement is based on the serial number of the product(s) covered by your agreement.

Contracts Assistance: Select Option 4

- Normal business hours: 9:00 a.m. to 5:30 p.m. Central European Time
 - After-hours technical support is provided through our support centre in English only
- Support is provided in six languages — English, French, Spanish, Italian, German and Czech
- Handles contract related enquiries, such as submitting a new contract, contract renewal or cancellation, contract amendments, and adding products to a contract
- When you call for assistance, please be prepared to provide:
 - Contract number (for existing contracts)
 - Product serial number
 - Customer or Site ID
 - Contact name and number

How to Initiate Your Product Repair Online**For Europe, Middle East and Africa**

The online request system enables you to obtain an RMA any time of the day or night. In addition, it allows you to check the real-time repair status of products submitted for repair. The steps below outline how to set up your user ID and password and initiate repair RMAs through the online request system. If you have any questions about the RMA process or web portal registration, please send an e-mail to: emea.ccc@zebra.com. For Psion support, please contact Admin_rma@zebra.com

To see step by step instructions how to create online RMA requests and view repair status please use following link: <https://www.zebra.com/us/en/support-downloads/request-repair/online-rma-emea.html>

Quick Tips

For quick access to the online system and additional information, including most current returns forms, local country logistic point addresses and step-by-step instructions, visit:

<https://www.zebra.com/us/en/support-downloads/request-repair/online-rma-emea.html>