

FACT SHEET

ZEBRA ONECARE™ SPECIAL VALUE (SV) MAINTENANCE PLAN



Zebra OneCare™ Special Value (SV) Maintenance Plan

Enterprise-level Support for Your Value-tier Technology

You rely on your value tier mobile computers and printers to keep your critical operations in motion. Keep these devices well maintained and up to date with Zebra OneCare Special Value (SV) — so they can perform at peak to power your business.

Without a service plan, a single repair can cost more than the device itself. Without defined repair and technical support turnaround times, your devices may be out of service for an extended period of time, costing you even greater productivity losses.

That's the upside of protecting your devices with Zebra OneCare SV. Receive enterprise-level service at the right price — at only a fraction of the cost of a single, uncovered repair. Available for eligible Zebra value-tier mobile computers and desktop and mobile printers, this plan provides your choice of two or three years of protection against device functional failure due to manufacturing defects, plus coverage for normal wear and tear along with optional accidental damage protection.

You get unmatched, direct-from-Zebra support including:

- 8x5 live-agent technical support and assistance
- 24x7 access to Zebra's self-help online Support Portal
- Software, firmware and security updates, including LifeGuard™ for Android™
- Priority, five-day repair turn-around time
- Free return ground shipping
- Cloud-based visibility into repair reports and more with VisibilityIQ™ OneCare™*
- Optional accidental damage coverage
- Optional Standard Commissioning Service for out-of-the-box operation
 - Devices preloaded with your settings, software, LifeGuard versions, apps and OS

Zebra
OneCare™
SV

Protect your operational efficiency, workforce productivity and your budget with Zebra OneCare SV – the right level of service at the right price.

Keep Your Devices Performing at Their Peak

Enterprise-level Protection at the Right Price

Peace-of-mind Repairs

Going beyond the hardware warranty, Zebra OneCare SV takes the worry and unknown out of repairs. All your components in your value-tier devices are covered with functional failure due to manufacturing defects – from the motherboard, memory, wireless radios, camera, imager, worn keypads and platen rollers. And, when accidents happen – from cracked displays to broken housings, you can add optional accidental damage coverage to further protect your investment upfront at a preferred rate with your Zebra OneCare SV contract, including up to 10% or 20% of your covered devices*. Or, you can care for repairs on a per-incident basis when needed. The result? Less downtime, no more surprise repair costs, and no unnecessary new hardware purchases.

Get Support Right from the Source

Who better to troubleshoot, service and repair your devices than the same people who built them? Our knowledgeable technical support team is ready to provide the swift resolution you need to minimize downtime and get back to business. Trust that your hardware repairs and software support needs are handled by Zebra-badged, trained experts with qualified parts that you can only get from the manufacturer. And, since our experts speak 17 languages, we can provide support in your local language in practically every corner of the world.

Ensure Security Throughout Your Device Lifecycle

Extend the security of your Zebra rugged Android™ devices well beyond the typical three years of security support Google offers. Ensure your devices have ongoing, continual security support for the version of Android running in your organization and prevent costly security risks with LifeGuard for Android, the industry's first extended security solution. Keep your data protected and your business running smoothly – only available from Zebra.

Keep Your Software and Firmware Up to Date

Access device firmware and software updates as well as LifeGuard Security updates that are key to extending the life of your Android devices. See when updates are available and which of your devices need the update. And if you don't want to update your devices to the next version of Android, we'll continue to provide support on your current version of Android.

DIY: Troubleshoot and Repair

Use Zebra's unique Device Diagnostics Tool to resolve many mobile computer issues yourself without the need to send it in for repair. Simply load the application onto your mobile computer device to access key information such as wireless connectivity metrics, device memory, battery statistics and much more. Even run additional tests, if needed. View the data you need to triage and troubleshoot right on the device. Keep devices in the hands of your workforce – and out of the Repair Service Center.

Add Enhancements to Meet Your Operational Needs

Tailor your service to match your needs by adding plan enhancements:



Enhanced shipping logistics



Device commissioning services



Battery services

*Available on Zebra mobile computers

Protect your investment with maintenance at the right price

www.zebra.com/zebraonecare



NA and Corporate Headquarters
+1 800 423 0442
inquiry4@zebra.com

Asia-Pacific Headquarters
+65 6858 0722
contact.apac@zebra.com

EMEA Headquarters
zebra.com/locations
contact.emea@zebra.com

Latin America Headquarters
+1 866 230 9494
la.contactme@zebra.com

ZEBRA and the stylized Zebra head are trademarks of Zebra Technologies Corp., registered in many jurisdictions worldwide. All other trademarks are the property of their respective owners. ©2021 Zebra Technologies Corp. and/or its affiliates. All rights reserved.