



Zebra Service Center Difference

State-of-the-art repair for your Zebra devices

It matters where your mobile devices are serviced. You chose Zebra devices to maximize workforce productivity. Who you choose to keep your Zebra devices operating at peak performance is equally important. Whether repairs are performed through your Zebra OneCare™ maintenance plan or your device warranty, when it comes to repairing your Zebra devices, nobody does it better than Zebra. We offer:

- Unmatched from-the-source expertise—we built your devices, so we know them inside and out
- Zebra-qualified parts for guaranteed quality
- Processes and methodologies that ensure that every repair is executed to Zebra's high standards, every time
- A state-of-the-art inventory system that ensures that the right part is always available and quickly accessible to the technician repairing your device
- In-house technology to handle virtually any repair—including advanced-level-component board repair¹
- Sophisticated tools for fast and accurate battery testing that reveal the health of your battery—including whether it is aging and can no longer hold a full charge²
- Responsible recycling or reuse of the materials involved in your repair—from components and batteries to the cardboard boxes that housed your device and any replacement parts your repair requires
- Restoration of your devices to original functional specifications so they work just as well as they did the day they were placed into service
- You trust Zebra to provide the devices that enable your day-to-day business operations
- Trust Zebra Service Centers to keep your Zebra devices up, running and in like new condition, every day they are in service

Why Choose Zebra Service?

Whether your device needs service due to normal wear-and-tear or accidental damage, no matter where in the world your business is located, you can count on one of our local authorized Zebra Service Centers to restore your device to like-new condition to maximize device uptime and return on investment. Every one of our 60+ Service Centers offers:

| Feature | Description |
|---|---|
| Documented repair processes and procedures | Zebra's strict documented processes and procedures ensure repair processes deliver consistent work quality, no matter which location performs the repair. |
| Unparalleled expertise and resource access | Nobody understands a device better than the manufacturer. There is no repair challenge too tough for our certified service technicians, who have direct access to everything needed to complete any repair quickly and accurately—from original schematics and Engineering Change Notices (ECNs) to Zebra product engineers. |
| Zebra qualified parts | Zebra Service Centers use only original Zebra parts or Zebra-qualified parts to ensure quality. |
| Closed loop engineering integration and supply chain integration | Zebra Service Centers receive advance notice of product Engineering Change Notices (ECNs) and are trained on any modifications to parts and procedures required to bring your device up to the most recent device specifications—hardware and software. Global supply chain integration ensures genuine or Zebra-qualified parts are available when needed and used in every repair. |
| On-site circuit board repair¹ | Select Service Centers have the sophisticated and advanced machinery and trained operators required to perform board-level repairs. |
| State of the art parts inventory management | With our unique Rotating Device Parts System, repair personnel can always locate the right part quickly, ensuring speedy and accurate repair that translates into minimal device downtime. |
| We care about our employee safety | We provide our workers with everything they need to maximize on-the-job safety, from safety goggles, smocks, ESD mats, grounding tables, wrist straps, safe cutting knives, steel-toed shoes, 6-foot distancing between employees to one-way directional signs in facilities to enforce social distancing and more. |
| We recycle it all | Our repair service is environmentally responsible—we do our part to protect the environment by recycling everything from the components we replace, including batteries, to the packaging for replacement components and the box that housed your device. |
| Total repair visibility | While the Online Repair Portal provides the high-level status of all in-process repairs, customers with Zebra OneCare™ plans can access comprehensive, detailed support-related reports through the VisibilityIQ™ OneCare™ cloud-based portal ³ , which delivers detailed insight into the status of every repair in process, plus device repair analytics, case trends, contract renewal, LifeGuard™ for Android™ security status and more—all the information you need to effortlessly manage and monitor your repair cases. |

1. Component board repairs are available at select sites.

2. Battery testing is executed for customers who purchase optional battery coverage.

3. Included in your Zebra OneCare maintenance plan for Zebra mobile computers and scanners.

To submit your repair request, check for entitlement
and track your repair order status, visit repair.zebra.com



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