ESSENTIAL Support
Part Nos: Z1AE, Z1RE & Z1BE
ZEBRA *OneCare*® Services

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1. Service Overview and Regional Availability.

This Service Description Document describes Services provided by Zebra Technologies ("Zebra") worldwide under a Zebra OneCare Contract for **Essential** Support Services and is provided as part of the Essential Service Contract Welcome Pack, that also includes:

- Welcome Letter
- Acceptance Notice and Service Confirmation, including Service Contract Number
- Regional Terms and Conditions (as may apply)
- Zebra OneCare ® Support Guide
- Shipping Options and Logistics Supplement

1.1. Essential Service Contract Models.

Time of Purchase	Part Number Prefix	Available Contract Terms
Within 30 days of Product purchase	Z1AE	3 and 5 years
Upon Contract renewal	Z1RE	1 and 2 years
Any time after 30 days of Product Purchase	Z1BE	1 and 3 years

1.2. **Availability:** Essential Support Services are available in all Regions. For information about availability of features and options in your location, please contact your Zebra representative.

2. Technical Support Services.

2.1. **Technical Support:** For a fast and efficient way to address common technical and repair-related inquiries, **please use our Services Virtual Assistant at support.zebra.com,** available 24 x 7 globally and with access to thousands of knowledge articles. If you cannot find an immediate answer, chat live with a Service Support Representative during regional working hours or create a case online outside of working hours.

2.2. **Availability & Hours**: (excluding Zebra-observed holidays):

Country Supported	Days of Week	Local Hours of Support
NA & LATAM	Mon – Fri	0800 to 2000 EST
Brazil	Mon – Fri	0800 to 1800 (Local)
EMEA	Mon – Fri	0800 to 1900 CET
APAC	Mon – Fri	0900 to 1800 (Local)

Exceptions to Zebra business hours for Printer Technical Support

Country Supported	Days of Week	Local Hours of Support
Turkey	Mon – Fri	0830 to 1730 (USA)
United Arab Emirates & Kingdom of Saudi Arabia	Sun – Thur	0800 to1800 (Local)
South Africa	Mon – Fri	0800 to 1700 (Local)

2.3. **Target Response Time** for Telephone Support is four (4) hours from call receipt. Telephone calls are recorded for quality and training purposes, where permitted under local law.

2.4. **Scope:** Technical Support Representatives respond to technical questions after installation and deployment of Products. Technical Support Representatives identify and diagnose issues and generic application faults, and provide analysis, and where possible, issue resolution. Zebra will use reasonable commercial efforts to correct reproducible errors and help to identify the root causes for issues that are difficult to reproduce. Escalation processes are in place to address complex issues more effectively.

2.5. **Responsibilities:** A Technical Support Representative will:

- Assist with completion of a case report;
- Assess the nature of the issue;
- Identify configuration issues (refer back to Customer for resolution);
- Identify issues caused by other related, associated or connected networks, systems or applications (refer back to Customer for resolution);
- Solicit Customer to activate the Device Diagnostic Tool
- Assist with or perform issue determination;
- Perform issue resolution activities, which may include download and/or use of available Software releases;
- If no resolution is found, an RMA may be created to initiate a repair on Zebra's Repair Order Portal www.zebra.com/repair.

2.6. **Device Diagnostic Service**: Zebra provides access to the Device Diagnostic Tool, for supported Mobile Computers. By downloading and using the tool, End Users may be able to accurately diagnose problems, resolve many of the issues experienced with their Mobile Computer and further maximize their uptime while experiencing a faster resolution. Where appropriate, a Technical Support Representative will use the Tool for troubleshooting device issues. End User may download the Device Diagnostic Tool at www.zebra.com/support. End User should log in using the Zebra OneCare Service Contract number or other credentials supplied in the End User support instructions and go to the page relevant for the Product. Up-to-date staging barcodes and application installation files, and user manuals are available with the Tool. The Tool may be downloaded to the Product for which it is available. End User must accept Zebra's End User License Agreement (EULA) prior to download. Zebra Technical Support Representatives actively use the Device Diagnostic Tool to provide timely issue resolution and may require End User to download the latest version as made available for successful issue resolution.

2.7. **Software Support Coverage**: Zebra provides Technical Support for Software. Customer is entitled to download latest releases of Software www.zebra.com/support. Software is licensed for use under the relevant End User License Agreement (EULA). A Technical Support Representative may require Customer/End User to download latest Software as made available by Zebra. Software is delivered in machine-readable format with appropriate documentation and shall be used under the relevant End User License Agreement (EULA).

2.8. **Software Supported.** ***Operating Systems***: Printers: Link-OS, utilities, and firmware included with Product at time of purchase. ***Android Operating System*** **Legacy Software Releases**: Current and up to two (2) previous releases validated and made available by Zebra. ***Windows Mobile and WinCE*** Legacy Software Releases and Releases made available by Zebra, ***Zebra Pre-Loaded / Pre-Licensed*** **Software Products**: All tools and utilities included in the Mobile Computer portfolio and SDKs and Mobility Extensions (MX) made available by Zebra. Software licensed by Zebra, that does not ship with the Product upon purchase, will require a separate Technical and Software Support agreement.

2.9. **Web Support:** The Support Portal, www.zebra.com/support provides access to security alerts, technical information and the latest downloadable software and security updates and software upgrades under Zebra LifeGuard™ for your Product, technical answers to questions and articles, and access to the Support Community, Technical Support, and the Repair Portal. Zebra reserves the right to modify or discontinue all or part of its Support Portal at any time.

2.10. **Zebra LifeGuard™ for Android™ Program Support:**

- **Extended Security Service Life** – End Users receive security updates for 2 years after Zebra's Device EOL. *This is longer than the security support period provided by Google*. Extended security support significantly lowers Total Cost of Ownership by enabling devices to stay in service for a longer period of time.
- **Timely, Periodic Security Updates** –End Users receive security updates as frequently as monthly or quarterly (depending upon the platform lifecycle). Having the latest updates on a regular cadence enhances portfolio security while making update logistics more manageable.

- **Security Support Through OS transitions** - When Zebra releases a new Android OS, Zebra continues to support the earlier version for a period of 12 months. Referred to as an OS Transition Period, this maintains the security of the Customer portfolio during the transition to a new OS release.
- End User receives quarterly updates, referred to as an OS Transition Period, this maintains the security of the End User portfolio during the transition to a new OS release.
- **Extended Security Service Life and Timely, Periodic Security Updates -** are available, at no charge to Customers/End Users under a Zebra OneCare Essential Service Contract.
- **Purchasable One-Year Extensions** - Should Customers/End Users wish to extend either the OS Transition Period or the overall Security Service Life, Zebra makes available for purchase 1-year security support extensions. Click here or go to https://www.zebra.com/us/en/support-downloads/lifeguard-security.html.For more information about LifeGuard, please click here or go to www.zebra.com/lifeguard.

3. Repair Services.

3.1. **Request for Return Material Authorization (RMA):** An RMA is required to authorize return of a malfunctioning Product to the Zebra Repair Center for Service. Issue or fault reporting instructions are found in the Customer Zebra OneCare ® Support Guide provided in the Welcome Pack or at the Repair Order Portal www.zebra.com/repair.

3.2. **Repair and Turnaround Time:** Zebra *target* repair time for any Product is within three (3) Support Days ("Turnaround Time") from receipt of the Product at Zebra Repair Center, where day of receipt is counted as day zero. Turnaround Times are an objective and ~~are~~ not a guarantee. Turnaround Times maybe delayed for Products returned to the Repair Center where significant quantities of the Product relative to the install base are returned in bulk. Repair Services are performed, and Turnaround Time is measured during Support Days. Turnaround Time excludes times in transit to and from the Zebra Repair Center.

3.3. **Return of Devices to default factory condition**. Repaired Products will be delivered in their factory default condition. Products will be returned in their factory default condition loaded with the most recent version of the Software. If the Commissioning Service option is selected, see Section 6.9 Standard Commissioning set-up process herein.

3.4. **MP6xxx and MP7xxx Post Repair Calibration:** The Zebra Repair Center will repair and test scales Products to meet applicable manufactured tolerances. Customer is responsible for following the applicable national legislation requirements for calibration/verification of scales prior to placing in trade. Installation must be carried out by approved personnel with relevant Product training as well as country-specific legal metrology approvals. Verification of scales and methods of registration are to be followed as "Nationally" and or "Locally" prescribed prior to placing in trade.

3.5. **Comprehensive Coverage:** Zebra will, at its discretion, diagnose and repair, restore to functional specification, align, adjust or replace *Products affected by functional* failure and wear and tear during normal use or Accidental Damage. Examples of Accidental Damage are cracked or broken housings, plastics, displays, touch screen/digitizers, keyboards/keypads, broken or missing platens or scan triggers and exit windows. *Accessories* that ship together with the Product may be covered; for example, styluses, hand straps, screen protectors, battery doors.
For Printer Products, failed or damaged printheads and platens may be covered under Comprehensive Coverage, however, damage or failure caused by improperly matched linerless media may be excluded from Service coverage. Zebra reserves the right to replace the Product with the same model and configuration, but not the identical serial number as originally submitted for repair.

3.6. **Comprehensive Coverage does not include**: Repair of cosmetic issues, such as imperfections on external plastics, that do not affect the functionality of the Product nor issues caused by neglect, abuse and intentional damage. Advance shipment of any items (examples printheads or parts). Coverage for batteries unless a battery service option is purchased.

3.7. **Non-Comprehensive Coverage:** Zebra will diagnose and restore to *functional specifications* via repairs, alignments, adjustments and restorations, if appropriate, any covered *Product(s) that malfunction* during use *within the operational and environmental parameters specified by Zebra* including failure caused by wear and tear during normal use.

3.8. **Non-Comprehensive Coverage does not include:** Physical damage of any kind, cosmetic imperfections on external plastics that do not affect the functionality of the Product, nor Products affected by *Accidental Damage*. All repairs due to printhead failure or damage are excluded. Failure or damage due to usage of improperly matched linerless media may be excluded from Service coverage. Coverage for batteries is not included. Additional Limitations and Restrictions for features that may not be covered see Section 8.

3.9. **For Comprehensive and Non-Comprehensive Service:** All Services are performed in Zebra-operated or supervised Repair Centers that employ the same test processes and fixtures used in manufacture of the Products. Customer is responsible for returning the malfunctioning Product to Zebra.
Printer Products: For linerless media applications, Zebra conducts extensive compatibility testing with our printers and media to ensure trouble-free operation. This includes testing of the linerless cutter and linerless tear options. It is important to the use and maintenance of the Zebra linerless printers to use linerless media with an adhesive formulation matched to the material of the platen roller. This will ensure the label will not adhere to the platen and wrap around itself as the motor advances the media.

4. Shipping Services Options.

For specific Shipping Service for Product Repairs that are available to Customer within your Region including Battery Refresh and Repair Center logistics, see Zebra OneCare Essential Shipping Service Options and Additional Shipping Logistics Supplement ("Shipping Options and Logistics Supplement") to be provided by Zebra.

5. Online Services under Essential Service.

5.1. **VisibilityIQ™ OneCare®:** Zebra provides a configurable, cloud-based dashboard that enables a series of reports for certain Products under a Zebra OneCare Contract. The reports include repair and replacement data, technical/non-technical case data, security software support information, contract information, repair performance reports, data trends, and Technical Support status. Login information and Passwords will be configured for Customer to access reports. On-boarding forms are available on the Zebra OneCare page at **VisibilityIQ OneCare Request Form**, or at https://www.zebra.com/us/en/services/visibilityiq/onecare.html. The process to upload relevant data for the dashboard to go-live, may take up to ten (10) Support Days from receipt of all necessary information.

5.2. **Availability**: VisibiltyIQ OneCare is available in all regions with the exception of China. Not all Products are available for viewing through VisibilityIQ OneCare.

6. Additional Service Options.

In addition to Essential Service, Customer may purchase the Battery and Commissioning Options described in this Section 6 and additional shipping options as noted in Shipping Options and Logistics Supplement. These optional services are not available for all Products or in all countries. Customer may go to the Support Portal to identify applicable Products. Customer may choose to add one or more optional services when placing an Order. Zebra's Acceptance Notice will indicate which services are included in the Zebra OneCare Contract.

6.1. **Battery Maintenance Options:** Battery Maintenance Options can extend Comprehensive Coverage to Zebra batteries when Products are returned with batteries (or batteries alone under an RMA where allowable or agreed upon in advance by Zebra in its final determination). Zebra will test batteries and supply replacements for batteries that cannot reach a minimum 80% charge during testing.

6.2. **Availability** of this Service may be limited to service conducted by in-country designated service facilities. Shipment may be limited or unavailable due to carrier restrictions on the transportation of used batteries. Check with Zebra Customer Service Representative for availability.

6.3. **Standard Battery Maintenance Option** is available for Mobile Computers only and provides up to one new battery per Mobile Computer under Zebra OneCare Contract.

6.4. **Premium Battery Maintenance Option** is available for Mobile Computer and Printers and provides an unlimited quantity of new batteries for Product covered under Zebra OneCare Contract. If a Customer requirement for replacement batteries under this option appears, in Zebra's opinion, to be excessive, Zebra retains the right to audit Customer's battery management processes and, if warranted, invoice for support charges or, suspend support or take other action as it deems appropriate. Zebra manages availability of batteries and may, at their discretion assist Customer to implement recommended battery management practices.

6.5. **Battery Refresh Option** provides for a single consolidated shipment of replacement batteries, of a type specified by the part number ordered for each Product. Customer's is entitled to receive, per Product under Contract:

# of Batteries	Within	Contract Term
1	18 months	3 year
1 each	18 months & 36 months	5 year

1	16 weeks	2year renewal

Battery shipments will be made to a single Customer-designated location or consolidation point, in accordance with shipping terms agreed to in the underlying purchasing agreement. For details on shipping services for Battery Refresh Options see the Shipping Options and Logistics Supplement.

6.6. **Battery Refresh Option Requirements:** Onboarding will require information, such as refresh ship to address and desired date of shipment. Due to manufacturing lead times, shipments of batteries may take longer than sixteen (16) weeks. A minimum of ten (10) devices will be required to purchase a Battery Refresh Option. Lead times may vary and, while Zebra will endeavor to meet the earlier shipment dates requested, the actual delivery date(s) will be confirmed by Zebra once an early delivery instruction is received from the Customer.

6.7. **Battery Refresh Option Service Limitation:**
The number of batteries covered under a Battery Maintenance or Battery Refresh Option must be ***exactly*** equal to the number of devices covered by the underlying Service Contract.

6.8. **Standard Commissioning Service Option** is available for Products in NA, selected countries in LATAM, EMEA and Australia/New Zealand as well as other selected countries in APAC, and for Mobile Computers only in China, and Japan. Under this optional service, Zebra provides Application Loading and Configuration Management for Products as part of the repair process for Customer to receive the repaired Product ready-to-go, pre-loaded with Customer's applications, configurations, and settings.
Details of the Standard Commissioning Service are as follows:

- Application Loading: Zebra loads Customer/End User defined version of the Zebra Software and LifeGuard version. In addition, Zebra will load End User owned or licensed applications onto Products at the time of repair which Customer/End User has provided to Zebra in line with the conditions set out in Standard Commissioning set-up process below and following.
- Configuration Management, Zebra loads specific configuration information, such as ESSIUD, onto Products at the time of repair.
- Physical Commissioning, Zebra will apply any Customer provided accessories, pre-printed labels and insert Customer supplied SIM cards or SD cards as instructed.

6.9. **Standard Commissioning set-up process:** Standard Commissioning Services must be initiated and activated by the Customer at www.global.commissioning@zebra.com Customer shall provide software applications, components required to load and configure the Product, generic Product information, including ESSIUD information, software configurations and port key licenses and installation instructions. Customer shall provide Zebra a test device for validation if required.

6.10. **Minimum Order Quantity**: Standard Commissioning Service requires a minimum of 20 Mobile Computers or 5 Printers of a single Product Configuration under Contract. The **minimum lead time** is a minimum of ten (10) Support Days between receipt of all Customer information and availability of the Standard Commissioning Service.

6.11. **Application and Configuration Validation:** Zebra shall verify and approve Customer provided information to ensure quality standards and if required returns a "Commissioned" Customer provided "First Article" test device which is sent to Customer for approval. Zebra shall notify Customer of any non-approval issues and work with the Customer to correct the issue. This effort will not include any diagnostics or investigations into software or compatibility issues. At Zebra's discretion, Commissioning may be suspended until the issue is resolved. Customer may provide up to two (2) **updates and/or revisions** per contract year during the term of this Service, updates which only include a change to the OS or Lifeguard version level will not be counted. additional updates over the 2 free allowance will be charged at a fixed fee. In addition to the two previous updates and/or revisions, Customer may request the Zebra Software or Lifeguard revision level be changed at any time with 10 Support Days' notice.

6.12. Should Zebra implement an **engineering change** which drives changes to the Zebra Software it may impact operation of the End User's Products. To that end Zebra will communicate with the Customer to ensure that the impact of the change is understood. This should then be managed by End User and standard Commissioning may be suspended if steps are not implemented to make required changes to Product configuration and software.

6.13. **Software Licenses** required to complete the repair process, must be provided by the Customer and may impact repair Turnaround Time (see Section 3 and 6).

6.14. **Service Boundaries:** Under Standard Commissioning Zebra will not connect with any Customer management system to obtain applications or Configuration information. Zebra shall not: collect application files nor Configuration settings from any website or Customer server, link with any Customer server, test and validate that applications function as intended beyond a simple device boot up sequence, nor activate SIM Cards under Standard Commissioning. See 7.17 for Customer responsibilities relating to Standard Commissioning.

7. Customer Responsibilities.

7.1. **Service Contract Booking Process:** Customer must provide the following information to complete the booking process for an Essential Service Contract:

- Complete list, in electronic format, of serial numbers of Products, cradles and accessories to be covered;
- Name and email address of Customer contact for renewal notifications; Completed on-boarding form for access to the VisibilityIQ OneCare dashboard, accessible through the Zebra OneCare site on the Support Portal. Go to https://www.zebra.com/us/en/forms/dashboard-request.htmland select VisibilityIQ OneCare to access the onboarding form.
- Name and email address of Customer contact to receive activity and missing unit reports (NA only);
- When chosen, Standard Commissioning details (Section 6.8).

7.2. **RMA request process for use under Battery Maintenance Option:** When Battery Maintenance Option is purchased, Customer may, send malfunctioning batteries to the Zebra Repair Center in accordance with instructions provided at time of RMA request for return of Mobile Computers or Mobile Printers. Customer shall provide the device serial numbers associated with the batteries returned.

7.3. **RMA request process for replacement of accessories:** Under Essential Service Contracts, Customer may request replacement of lost or damaged accessories. When requesting an RMA, Customer shall use part number(s) and/or description of required accessories. If the RMA is initiated through the Repair Order Portal (see Section 3.), Customer shall include this information in the free text comment field. Replacement accessories cannot be requested standalone but only with malfunctioning Product under RMA. Check Accessories Applicability Matrix for the list of applicable accessories by Product.

7.4. **RMA request process for replacement of Battery Door**: Customer must indicate whether a standard life (1X) or extended life (2X) battery door is required when requesting a replacement battery door for applicable products (MC30XX, MC70XX). If this is not specified, Zebra will ship a battery door as indicated by the Product model configuration bill of material as the default replacement part.

7.5. **Wide Area Network (WAN) Activation:** Customer is responsible for activating WAN-enabled devices with its WAN provider.

7.6. **Error Reporting:** When Technical Support is requested, Customer shall promptly report in detail all detected errors to Zebra Technical Support Representative. Customer will co-operate with Zebra Technical Support Representative to recreate and diagnose each error.

7.7. **Remote Access:** If required for complete diagnosis or remedy, Customer will allow for remote system access.

7.8. **Registration.** A customer can register with the Support Portal to obtain login access before requesting Restricted Download Files Zebra.com Account Registration.

7.9. **Installation of latest Software**. Customer shall download and deploy latest releases of applicable Software available from the Support Portal in a timely and effective manner for all Products.

7.10. **Hardware Upgrade:** Newer releases of Software may require Customer to upgrade Product hardware.

7.11. **Supervision of Software.** Customer shall supervise, distribute and manage the use of the Software on Products and procedures for protecting its personal and corporate information and backup facilities from unauthorized access.

7.12. **Compliance with Terms of Contract.** Customer agrees to download, copy or deploy only those Software Releases for which it has received explicit approval from Zebra to obtain from the Support Portal. This entitlement is granted only for the specific serial numbers of the Products covered by Contract, and does not include rights to provide copies, transfer or otherwise distribute any release of the Software to any other product or any third party. If Customer is found in noncompliance with this condition, Zebra reserves the right to invoice for any support charges necessary to obtain compliance, discontinue support or take other action as it deems appropriate. Zebra reserves the right to audit Customer records using an independent third-party auditor to verify compliance.

7.13. **Compliance with License Terms.** Customer is responsible for complying and/or ensuring that the End User complies (as the case may be) with the terms of all relevant End User License Agreements pertaining to the Software. Zebra reserves the right to suspend Service or take further action if the Customer and/or End User is found in violation of such end user license agreements.

7.14. **Personal Data**. Customer is responsible as Data Controller for complying with all applicable Data Protection Legislation under the Contract. The Customer hereby instructs Zebra to process Personal Data to complete the booking process of the Service Contract and/or deliver Services to Customer and/or End User in accordance with the Contract including technical support, repair Services and access to on-line Services. The Customer is responsible for ensuring that any Personal Data is complete and accurate for the purposes of Zebra being able

to complete the booking process of the Service Contract and/or deliver Services to Customer and/or End User as set out in the Contract and obtaining consents where required for use of Personal Data. Zebra is under no duty to investigate the completeness, accuracy or sufficiency of any instructions relating to the Personal Data.

7.15. **User Location.** Customer must inform Zebra, in advance, of the country in which the Product will be deployed or to which it will be moved, for prior approval to ensure the Service level can be offered in that location. The Zebra OneCare Service Contract is set up for the Services to be delivered within the Region in which it was ordered and will be void if the Product is moved to another Region. Zebra cannot warrant that the same Service level can be delivered in all Regions. Extra charges may be levied for Service in the other Regions.

7.16. **Care & Maintenance of Printheads:** End User is responsible to provide care and maintenance to the print heads to ensure optimal functionality & durability in accordance with recommendations available in the user manual. A user guide to proper care and maintenance of the print heads can be found at https://www.zebra.com/content/dam/zebra/product-information/en-us/brochures-datasheets/misc/printhead-maintenance-en.pdf

7.17 **Standard Commissioning Customer Responsibilities**: In order to engage Commissioning onboarding and set-up, Customer must identify their need to engage Standard Commissioning during the purchase/contract set up process. See link for information https://www.zebra.com/us/en/support-downloads/request-repair/commissioning-services.html.

- Customer must provide all application files electronically to Zebra and fully test all applications and settings provided to Zebra with the selected Zebra Software and LifeGuard release that are required.
- Customer must provide all physical components to be used during Standard Commissioning such as, labels and SD cards.
- Customer requests to change the Zebra Software or LifeGuard revision level for the Standard Commissioning process, will require Customer to perform all testing of applications sets and configuration settings with the new Zebra Software and/or LifeGuard release requested.
- The onboarding process will cease if Customer does not provide necessary information. Failure to provide required information to Zebra will result in Zebras inability to deliver the Standard Commissioning element of the service.

8. Limitations and Restrictions.

8.1. Not all features or options available under Zebra OneCare Essential are applicable to all Products in all Regions. For information about availability of Service in your location, please contact your Zebra representative.

8.2. FOR PRODUCT SKUS THAT ARE DESIGNATED NOT FOR SALE, SERVICE AND/OR USE OUTSIDE OF CHINA, THESE SKUS ARE ELIGIBLE FOR SERVICE COVERAGE ONLY IN MAINLAND CHINA FROM ZEBRA AND/OR ZEBRA AUTHORIZED CENTERS.

8.3. Issuance of an End of Life (“EOL”), End of Sale (“EOS”) or End of Service Life (“EOSL”) notice for a Product, may impact Service availability. A Product that is not repairable post-EOL for which no replacement Product is available, will be removed from service contract coverage and at its sole discretion, Zebra may issue a prorated credit for the balance of Service contract coverage for that unit.

8.4. **Only Products in working condition are eligible to be added to a Service Contract**.

8.5. **Zebra is not obligated to provide support for any Product**:

- That has been repaired, tampered with, altered or modified, except by Zebra’s authorized service personnel (including the unauthorized installation of any software).
- That has been subjected to unusual physical or electrical stress, abuse, or forces or exposure beyond normal use within the specified operational and environmental parameters set forth in the applicable Product specification.
- That fails to be updated to the latest Software version made available.
- If Customer/End User fails to comply with the obligations contained in the Agreement and/or the applicable End User License Agreement.
- That uses non-genuine supplies (media and/or ribbons). Although Customer/End User is not required to use Zebra brand supplies (media and/or ribbons), if the use of non-Zebra supplies (media and/or ribbons) shall have caused any defect in the printer (including but not limited to fault/damage/malfunction of print heads) for which a claim is made, any claim for service under Service Contract shall be null and void.
- In the event of the occurrence of any of the exclusions listed above or in this Service Contract, Zebra shall notify Customer/End User that the claim for Service is not covered by the Service Contract and Customer/End User may opt to direct Zebra to repair such defect at Zebra’s then current charges for per incident repair or return the equipment to Customer/End User at Customer/End User’s cost. If the

repair required as determined by Zebra, is beyond the scope of inclusion under the Customer's Zebra One Care contract, Zebra will notify the Customer of potential additional charges. If the Customer does not respond and/or does not accept the quote in a timely manner to such repair, Zebra will return the product unrepaired and reserves the right to charge the Customer at the current Tier 1 Per Incident charges. Alternatively, the Customer may elect to have the product scrapped and will not be charged the Tier 1 Per Incident fee.

8.6. **The following repair activities, not covered under Service Contract, will be carried out under Zebra's Per Incident Repair process:**

- Accidental Damage unless Product is covered by a Comprehensive Service Replacement of consumable parts, printheads, linerless platens or accessories.
- Damage caused by:
  natural or manmade disasters (including but not limited to fire, theft and floods that would cause internal and external component damage or destruction), third party printheads, supplies, accessories or peripherals not approved in writing by Zebra for use with the Product; third-party products, including but not limited to battery, charging cradle, and stylus, unauthorized alterations or attempted repair,
- Non-remedial work, including but not limited to administration and operator procedures, reprogramming, and operator or user training.
- Issue determination and/or work performed to repair or resolve issues with non-covered products, for example, any hardware or software products not specifically listed on the Service order form.
- Performance of any file backup or restoration processes other than as part of the Commissioning Service (if applicable). Completion and test of incomplete application programming or system integration if not performed by Zebra and not specifically listed as covered.
- Use of Software Releases except as provided for in this Service Description Document.

8.7. If the repair required as determined by Zebra, is beyond the scope of inclusion under the Customer's Zebra One Care contract, Zebra will notify the Customer of potential additional charges. If the Customer does not respond and/or does not accept the quote in a timely manner to such repair, Zebra will return the product unrepaired and reserves the right to charge the Customer at the current Tier 1 Per Incident charges. Alternatively, the Customer may elect to have the product scrapped and will not be charged the Tier 1 Per Incident fee. Zebra will make commercially reasonable efforts under **LifeGuard Support Program** to release security updates on or about the time Google releases its respective public security bulletin. However, delivery time of security updates may vary depending on the region, product model, and third-party suppliers.
LifeGuard security updates will be provided for those vulnerabilities with a severity ranking of "critical" (within Google's security bulletin). A description of security rankings can be found at: http://source.android.com/security/overview/updates-resources.html#severity.

8.8. **Comprehensive Coverage** may not be available for all Products. Zebra reserves the right to invoice for any support charges that are necessary in order to replace or repair Products that are affected by Accidental Damage, to suspend support and to take other action as it deems appropriate.

8.9. **Waiting Period**: Under Z1B*- Contracts. Products more than one-year-old when accepted by Zebra under a Z1B- Contract for the first time are subject to a 30-day waiting period. A Product is sent in for repair within 30 days after the Acceptance Notice date, will be subject to a standard service check. Charges for labor and parts will be at Zebra's then-current Per Incident rates to return the Product to factory standards. There is no waiting period for Products less than one-year-old upon acceptance under a new Z1B*- Contract or for Z1B- contract renewals.

8.10. **No Trouble Found** (NTF). Under an Essential Service Contract, Zebra reserves the right to monitor NTF returns. If the NTF rate is greater than 5% of the total returns per calendar quarter, calculated by product type across all of the Customer devices under a Service Contract, Zebra will work with Customer to identify the reasons for excessive NTF and establish an action plan aimed at reducing the NTF rate to under a 5% threshold ("NTF Threshold"). Should Customer fail to implement the action plan and/or fail to reduce the NTF rate to the NTF Threshold, Zebra reserves the right to charge Customer for servicing the Products at or above the NTF Threshold, based on Zebra's prevailing Per Incident charges, discontinue support, or take other action as it deems appropriate. Zebra will review the rate of Customer's returned NTF units at the point of Contract expiry. The price for Service Renewal will be impacted if the rate is above the NTF Threshold. May also be referred to as **No Fault Found (NFF)**.

8.11. **Damage.** Zebra reserves the right to monitor the rate of Products returned for repair, which are affected by damage (as described in Section 3.5). If the damage rate by product type is greater than 10% of the Customer quantity of Products under contract per calendar year across all Customer's deployed Products, Zebra will work with Customer to identify the reasons for such excessively damaged Products and will establish an action plan aimed at reducing the rate to under a 10% threshold (the "Excessive Damage Threshold"). Should Customer

fail to implement the action plan and/or fail to reduce the Accidental Damage rate to below the Excessive Damage Threshold within the following calendar quarter, Zebra reserves the right to invoice Customer for any support charges necessary, based on Zebra's prevailing charges, discontinue support, or take other action as it deems appropriate. Zebra will review the rate of Customer's Accidental Damage return Products at the point of Contract expiry. The price for Service renewal will be impacted if the rate is above the Excessive Damage Threshold. Notwithstanding that the Customer has not reached the Excessive Damage Threshold, where ongoing Accidental Damage is deemed by Zebra to be excessive, systemic or the result of Product mishandling, Customer may be subject to an audit. Customer will incur a repair charge at Zebra's discretion and prevailing charges for Products deemed by Zebra to have been damaged through improper handling, carelessness or reckless use.

8.12. **Printhead Consumption:** Zebra reserves the right to monitor the rate of Products returned for repair, which are due to printhead damage or failure. If the printhead damage or fail rate is greater than 20% of the total Printer returns from Customer per calendar year across all the Customer Printers devices under a Service Contract, Zebra will work with Customer to identify the reasons for such excessive printhead consumption and will establish an action plan aimed at reducing the rate to under a 20% threshold (the "Excessive Printhead Threshold"). Should Customer fail to implement the action plan and/or fail to reduce the consumption of Printheads due to failure or damage to below the Excessive Printhead Threshold within the following calendar quarter, Zebra reserves the right to invoice Customer for any support charges necessary, based on Zebra's prevailing charges, discontinue support, or take other action as it deems appropriate. Zebra will review the rate of Customer returns due to Printhead failure and/or damage at the point of Contract expiry. The price for Service renewal will be impacted if the rate is above the Excessive Damage Threshold. Notwithstanding that the Customer has not reached the Excessive Printhead Threshold, where ongoing failure is deemed by Zebra to be excessive, systemic or the result of Product mishandling, Customer may be subject to an audit. Customer will incur a repair charge at Zebra's discretion and prevailing charges for Products deemed by Zebra to have been damaged through failure to provide care and maintenance in accordance with recommendations available in the Product's user manual or posted at https://partnerportal.zebra.com/PartnerPortal/Product_services/services/Zebra_OneCare_Printers.aspx

8.13. Where Zebra deems that Customer requests for replacements to accessories (Section 7.3) are excessive, systemic or the result of Product mishandling, Customer may be subject to an audit. Customer will incur a repair charge at Zebra's discretion and prevailing charges for accessories deemed by Zebra to have been damaged through improper handling, carelessness or reckless use.

8.14. Unless otherwise directed at the time of RMA issuance, Customer must ensure the removal of styluses, carry cases, SIM cards, SD cards and batteries (unless Customer chooses battery coverage options, see Section 6) prior to shipping Products to Zebra for repair.

8.15. Zebra does not guarantee the protection of Customer's SIM card, software configurations, port key licenses, WEP keys, special configurations, security codes and any other business information (herein referred to as "Customer Confidential Business Information"). As far as legally permissible, Zebra hereby disclaims any and all liability resulting from a failure to safeguard Customer Confidential Business Information.

8.16. Zebra shall comply with all applicable Data Protection Legislation and process any Personal Data as a Data Processor as necessary in order to complete the booking process of the Service Contract and to deliver Services in accordance with the Contract. Customer acknowledges that Zebra shall not be responsible for any corruption, loss, destruction, alteration or disclosure of Personal Data to the extent that it is caused by Customer, End User or its Affiliates, or caused by Zebra acting in accordance with the instructions of Customer, End User or its Affiliates by delivering the Services under the Contract.

8.17. This Service does not include the activation of the WAN-enabled device on the Customer's WAN provider's network. If the repair of a WAN-enabled device requires the replacement of the WAN radio, the Customer will need to activate the device on its WAN provider's network.

8.18. All Contracts are non-cancellable (although a deletion of some limited number of units of Product from a Contract may be accepted by Zebra, at its sole and absolute discretion, thirty (30) days after receipt of such proposed request for a deletion of a unit for a pro-rata credit of the pre-paid fee for the service of such units). Customer may terminate Annually Billed Contracts of seven (7) year duration (Part Number Z1AE-XXXXXX-7CXX) by providing Zebra with at least ninety (90) days written notice of termination prior to the end of the third and each subsequent year. Annually Billed Contracts of seven (7) year duration may be cancelled by Zebra giving Customer at least ninety (90) days written notice.

8.19. If the Service Contract expires after the official end of service life date for the Products, Zebra will use reasonable endeavors to locate and utilize spare parts to complete repairs. In the unlikely event that spare parts cannot be located, Zebra will return the device, unrepaired, to the Customer, and credit the Customer with the pro-rated price of the Contract. Zebra will make an offer to Customer to purchase an equivalent new device and place it under the Service Contract.

8.20. Zebra is not responsible for issues caused by changes made by WWAN carriers, suppliers of WLAN infrastructure, or other third-party software or hardware providers.

8.21. If a Product is registered with Google's Android™ Zero Touch Service, it is Customer's responsibility to deregister such Product from the Google Android Zero Touch Service portal prior to returning the Product to Zebra. Zebra hereby disclaims any and all liability resulting from a failure to safeguard End User's confidential information as a result of its Customer's failure to deregister a Product from the Google Zero Touch Service portal. Additionally, Zebra will not be responsible for any delay in Turnaround Time of the repair of such Product, if the Customer fails to deregister the Product prior to returning the Product to Zebra for repair.

9. Definitions.

Terms not defined in the Service Description Document, shall have the meanings ascribed to them in the Terms and Conditions.

The following definitions govern the Service described in this Service Description Document:

Acceptance Notice: The Zebra communicated written notice of acceptance of a Service Order Form or Purchase Order for Services placed by an Authorized Seller or a Contracting Party.

Accidental Damage: Damage to a Product caused by an unexpected, unintentional one-off incident or non-deliberate external action.

Annually Billed Contracts: Service Contracts that are billed during the contract term, on the anniversary of the Contract start date.

Application Loading: Zebra archives and reloads End User -owned or licensed applications onto replacement Products prior to shipment.

Configuration: The parameters of an End User Customer's operational design that rely on the functionality of the End-User's Products. Product configuration may be driven by various factors including such factors as site requirements, WLAN or WWAN parameters.

Configuration Management: The process by which Zebra loads Customer -provided, site-specific information, such as ESSIUD, onto replacement Products prior to shipment under The Standard Commissioning option.

Customer: The entity purchasing the Service from Zebra or through Zebra channel members and to whom Zebra will be contractually bound to deliver the Services. Customer may differ from End User.

Data Protection Legislation: All state, local, federal, and international, laws, standards and regulations relating to data security, confidentiality, privacy and breach notification, including the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 ("**GDPR**"). Data Protection Legislation includes applicable data protection laws and regulations in existence and all substantially similar legislation once effective. Defined terms, including the terms "Data Controller" and "Data Processor", have the meaning as defined within the corresponding Data Protection Legislation.

Device Diagnostic Tool: provides device diagnostics for certain Mobile Computers. A list of supported Mobile Computers can be accessed at https://www.zebra.com/us/en/support-downloads/software/utilities/device-diagnostic-tool.html.

End User: Shall mean the ultimate user of the Product.

EOL or End of Life: The date, after which a Product is no longer manufactured by Zebra. Also may be referred to as EOS or End of Sale.

Essential Service Contract: The specific Contract, assigned a unique identification number, comprising the Acceptance Notice, this Service Description Document and the Terms and Conditions.

Mobile Computer: A Zebra handheld, enterprise-grade, multi-functional computer Product.

Printer: Enterprise-grade, printing Product.

Personal Data: Information that can reasonably be used to contact or directly or indirectly distinguish a natural person, including name, identification numbers, location data, IP addresses, device identifiers or one or more factors specific to an individual's physical, physiological, mental, economic, cultural or social identity. For purposes of any applicable Information Protection Legislation, the definition of Personal Data (or its equivalent) under the corresponding Information Protection Legislation shall control.

Information Process or Processing: Any operation or set of operations performed on Personal Data or on sets of Personal Data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction. For purposes of any applicable Information Protection Legislation, the specific definition of Process or Processing (or its equivalent) under the corresponding Information Protection Legislation shall control.

Product(s): Zebra devices including Mobile Computers, Scanners, Printers, and cradles and accessories that are the object of the Service.

Region: One of the four geographic divisions in which Zebra operates. (i) North America (ii) Latin America (iii) Europe, Middle East and Africa; and (iv) Asia Pacific**.**

Repair Center (Zebra Authorized Service Center): Facility or location where Zebra provides repair services for products that are under warranty, covered by a service contract or through a per incident repair charge.

Response Time: The elapsed time between the initial RMA request and the first response of the Zebra Technical Support Representative, measured during the Support Days timeframe.

Return Material Authorization or RMA: The process and associated form required to be completed in order to obtain an identification number that will be associated with the Product sent for repair.

Repair Order Portal: The portal through which an RMA may be initiated. www.zebra.com/repair.

Scanners: A Zebra data capture solution device.

Service: The **Zebra OneCare support** services and deliverables described in this Service Description Document and any related addendums.

Software: Zebra-provided machine-readable instructions installed on the Product as shipped to the Customer. Does not include custom software, application modifications and End User configurations.

Support Days: The days of the week (or for EMEA Customers Working Days as defined in the EMEA Terms and Conditions) during which Zebra will provide Technical Support, repair, logistics and other technical services in each Region as specified in this Service Description Document.

Support Portal: Go to http://www.zebra.com/support. Registration and login may be required for Restricted Download files Zebra.com Account Registration.

Terms and Conditions: The agreement in force between Zebra (or one of its affiliates) and the Customer governing the purchase of the Service. In the absence of such agreement the regional Zebra OneCare terms and conditions included with or referenced in Zebra's Acceptance Notice at https://www.zebra.com/us/en/terms-conditions.html.

The design and technical information ("Information") furnished in this Service Description Document ("SDD") is confidential proprietary information of Zebra. Such Information is submitted with the restriction that it is not to be disclosed publicly or in any manner to anyone other than Customer, without the express written permission of Zebra.

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