



ZEBRA



## Zebra OneCare Essential Depot Comprehensive Service

Services that maximize the availability and productivity of your Zebra printers

Every day, your Zebra printers help you streamline your business processes to improve overall operational efficiency and accuracy, drive down the cost of doing business and increase workforce productivity. Availability of your printers is key to the success of your business and the return on your Zebra printer investment. Now, with Zebra OneCare services, you can ensure that your Zebra Mobile, Tabletop, Desktop, Card and Kiosk printers achieve maximum uptime and peak performance. You get unmatched support, right from the manufacturer — from experts that offer unparalleled product knowledge. With Zebra OneCare Essential Depot Service — you'll find a Zebra OneCare offering that will meet your service requirements and your budget. And with global coverage, we're ready to meet your support needs, no matter where in the world your business is located.

Essential service offers software updates and upgrades, hardware support, technical support and repair turnaround times to meet your business needs. Essential support services can be purchased within 30 days of your equipment purchase.

### If it's broken, we fix it.

Our Zebra OneCare services are truly comprehensive. Worn out printheads? Damaged platen rollers? Broken display? Our plans cover it all, including normal wear and tear and accidental damage. While Zebra's hardware Warranty covers defects in workmanship and materials, with Zebra OneCare for Printers, if it's broken, we'll fix it. And when you need to return a device, we make it fast and easy — return requests can be initiated online, anytime of the day or night.

### Get unparalleled from-the-manufacturer expertise.

Our experienced technical support experts can help you with virtually any issue on any Zebra printer, providing swift resolution of issues to minimize the impact on your business. And our experts speak your language — with 16 available languages, we're ready to support associates in just about every corner of the world.

FOR MORE INFORMATION, VISIT [WWW.ZEBRA.COM/SERVICES](http://WWW.ZEBRA.COM/SERVICES) OR ACCESS OUR GLOBAL CONTACT DIRECTORY AT [WWW.ZEBRA.COM/CONTACTUS](http://WWW.ZEBRA.COM/CONTACTUS)

## Zebra OneCare Essential

Zebra OneCare Essential service is our foundational service offering, with comprehensive coverage that includes printer cleaning and adjustment, technical support during your local business hours and 5-day turnaround time on repairs. Our user assessment and learning resources help you educate your users on how to use our devices, driving the rapid device adoption that allows you to begin reaping the benefits of your Zebra solutions faster.

### At-A-Glance: Zebra OneCare Essential Depot Service

STANDARD FEATURES	ESSENTIAL
Term	3-5 years
Online access to operating system software	OS updates and upgrades
Support help desk	M-F, 8am-5pm local time
Comprehensive coverage, including printheads, normal wear and tear and accidental breakage	• (Tabletop and Card optional)
Online Return Material Authorization (RMA) support	Future
Services dashboard	Future
User assessment/access to online training	Future
Spares pool management	N/A
Device Commissioning (application loading and configuration management)	Optional <sup>1</sup>
Repair turnaround time	5 business days from depot receipt

ADDITIONAL FEATURES FOR ZEBRA PRINTER PORTFOLIO	
Visibility service	Optional
Hosted Device Management service	Optional
Battery Maintenance and Refresh services	Optional <sup>1</sup>

<sup>1</sup>: Please check with your Zebra sales representative for details on availability.

NOTE: Availability of all services may vary by country and printer product line

To view Zebra's product warranty, please visit <https://www.zebra.com/us/en/support-downloads/warranty/product-warranty.html>. No warranties, expressed or implied, are given, and Zebra expressly disclaims all other warranties, including and without limitation, the implied warranties of merchantability and fitness for a specific purpose.

