

## Feature At-A-Glance Matrix

The availability of your customers' Zebra devices is key to the success of their business. They require a service plan that ensures maximum uptime, while protecting their critical business operations. Without a service plan, a single repair can cost more than the device itself — and without defined turnaround times, your customer's device may be out of service for an extended period of time.

By providing full support, Zebra services support critical business processes to reduce down time, ensure peak performance and deliver increased operational business outcomes. Zebra OneCare™ offers multiple service levels to choose from, so you can protect your customer's investment while helping them achieve maximum uptime and peak performance.

The matrix below illustrates an at-a-glance overview to help you determine which features are available across the Zebra OneCare Support Services portfolio.

Feature	Zebra OneCare™ Essential	Zebra OneCare™ Select	Zebra OneCare™ SV (Selected Printers & Mobile Computers <sup>1</sup> )	Technical & Software Support (TSS)
<b>Contract Term Length</b>	3 or 5 years	3 or 5 years	2 years	1, 3 or 5 years
<b>Access to OS Software (OS updates &amp; upgrades)</b>	●	●	●	●
<b>Priority Access to Live-Agent Technical Support</b>	M-F, 8am-5pm local time	24/7 support	M-F, 8am-5pm local time	M-F, 8am-5pm local time
<b>Comprehensive Coverage (included for mobile computers, scanners and mobile printers; for-fee option for tabletop printers)</b>	●	●	Wear & tear and functional failure only	
<b>Repair Order Portal for RMA <sup>2</sup></b>	●	●	●	
<b>Spares Pool Management <sup>3</sup></b>		●		
<b>Device Commissioning (Application Loading &amp; Configuration Management) <sup>4</sup></b>	Optional	●	Optional	
<b>Depot Repair Turnaround Time (TAT) <sup>5</sup></b>	3 business days from depot receipt	Same day shipment of replacement device	5 business days from depot receipt	
<b>Return Shipping <sup>6</sup></b>	Ground included. Next business day: optional for NA only	Next business day included	Ground included Next business day: optional	

# Zebra OneCare™ Support Services

## FEATURE AT-A-GLANCE MATRIX



Feature	Zebra OneCare™ Essential	Zebra OneCare™ Select	Zebra OneCare™ SV (Selected Printers & Mobile Computers <sup>1</sup> )	Technical & Software Support (TSS)
<b>Support Dashboard <sup>7</sup></b>	Enterprise products only	Enterprise products only	TC2x only	
<b>Device Diagnostic Service</b>	Mobile computers	Mobile computers	TC2x only	
<b>Battery Maintenance Service <sup>8</sup></b>	Optional	Optional		
<b>Battery Refresh Service <sup>9</sup></b>	Optional	Optional		
<b>Battery Replacement Service</b>			Optional for TC2x only, delivered by Zebra or Authorized TC20/TC25 Battery Replacement Program Partner	
<b>Device Collection Service <sup>10</sup></b>	NA: Legacy Psion mobile computers EMEA: Printer products and legacy Psion mobile computers	NA: Legacy Psion mobile computers EMEA: Printer products and legacy Psion mobile computers		
<b>Visibility Services Options (OVS, OVS Connect, AVS) <sup>11</sup></b>	Optional	Optional	Optional	

<sup>1</sup> Zebra OneCare SV is only available for the following devices: TC2X Mobile Computers and the GC, GK, GT, ZD400 Series Desktop Printers, plus EZ320, ZQ110 Mobile Printers.

<sup>2</sup> Available in NA, EMEA, and APAC for mobile computing and scanning products. For printers, online RMA form is available.

<sup>3</sup> Available in NA, Mexico, EMEA, ANZ. For availability outside these territories please contact local service representative

<sup>4</sup> Available in NA, EMEA, ANZ. For availability outside these territories please contact local service representative

<sup>5</sup> Zebra depot turnaround time (TAT) is defined as the length of time a device is held in an authorized Zebra repair depot. It does not include time in transit to or from the depot or time waiting for customer response for information.

<sup>6</sup> Express Shipping Option available for 'next day shipping' in applicable regions as noted in the chart

<sup>7</sup> Available in NA, EMEA, APAC for mobile computers and scanners. For availability outside these territories please contact local service representative

<sup>8</sup> Available in NA and EMEA. For availability outside these territories please contact local service representative.

<sup>9</sup> Available in NA, EMEA and APAC. For availability outside these territories please contact local service representative

<sup>10</sup> Available in NA, EU, ANZ, for specific mobile computer models. Available in EU for printers. For details on applicable models, availability outside these territories please contact local service representative.

<sup>11</sup> Not available for non-LinkOS printers

\* On-Site Support Service is not an option to be added to core Zebra OneCare Essential or Select contracts; however, it is a different level of service that customers can choose if they require On-Site Support. For mobile computers it's available in US, UK and Ireland. For printers it's available in NA, UK, Ireland and Benelux.



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