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Fast, Expert Repairs Made Easy

Levata Full Care Repair

Whether it's industrial printers, mobile computers, barcode scanners, or mounted computers – even the most rugged devices still require regular repair. Trust our exceptional technicians to deliver comprehensive repairs with rapid turnarounds that ensure your organization runs smoothly – every time.

- Rapid Repair Turnarounds
- Total Coverage - Including Accidental Breaks
- Lower Total Ownership Costs
- Rapid Swap Out and Replacement
- 90 Day Warranty

Trust the Equipment Repair Experts

Partner with professionally trained technicians who've worked on thousands of devices and seen it all – the results speak for themselves:

Responsive, Friendly Service Technicians
Every device repaired to work like new, thoroughly cleaned, and less likely to fail in the future

Advanced Replacement and Swap Out
No more waiting – your spare assets are stored securely offsite, with replacements shipped immediately

Quality, No-Corners-Cut Work
Devices return working exactly how they should: staged, imaged, configured, and ready to use out of the box

Complete Technology Lifecycle Support
Customer service that focuses on making it easy to achieve your business goals

TrueView Portal
Access orders, create RMAs, view invoices, and track devices in real-time from one easy-access dashboard

Levata Repair Plans

Pay one consistent price for repairs. Both our Flat Fee and Annual Contract options meet your scheduling, turn time, shipping, and organizational needs.

1

Flat Fee Option

- Pay only as needed per device service request
- No contract required, comprehensive coverage
- Consistent, quick turnaround times

2

Annual Contract Option

- Pay one time per year, comprehensive coverage
- Same quick turnarounds, as well as spare pool
- Reporting, app loading, accessories, and contract credits for future upgrades

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Levata Full Care Repair Plans

Included Coverage	Definition	Flat Fee	Contract
Total Coverage	Accidental damage or normal wear & tear - regardless of how device was broken, if it is repairable, it is covered	✓	✓
Main Board Coverage	Includes repair or replacement of device main board*	✓	✓
Cosmetic Coverage	Includes cosmetic repairs or parts replacements as necessary	✓	✓
Straps & Styluses	Includes replacement of straps and styluses as necessary	✓	✓
Preventative Maintenance	All devices are thoroughly cleaned and inspected for likely future faults or failures, and proactively addressed	✓	✓
90 Day Warranty	All devices are covered by comprehensive 90 day warranty from date of shipment	✓	✓
Ground Return Shipping	Equipment is returned via ground shipping service	✓	✓
7 Day Turn Time	Equipment is repaired and returned back within 7 days, does not include transit time	✓	✓
TrueView Services Platform	Visit the TrueView Portal to access orders, create RMAs, view invoices, and track devices in real-time all from one easy-access dashboard	✓	✓
Quality Assurance	Includes detailed inspection and quality check sign off by technician	✓	✓
Technical Phone Support	Includes 8x5 trouble shooting help desk support	✓	✓
Application Loading & Configuration	Includes loading customer applications and configuring to plug & play specs (full image or configuration file provided by customer)*		✓
Accessories	Includes repair of one charger or cradle per device		✓
Reporting	Customized reports with service history by serial number, and units outstanding can be sent at pre-determined schedule		✓
Contract Credit	If maintenance is no longer required, any unused portion of maintenance is prorated and applied to future Barcodes TrueSupport sku (Upgrades/Refreshes)*		✓
	Service Enhancements		
Spares Pool	Equipment is stored at Barcodes Technical Center for advanced exchanges		✓
3 Day Turn Time	Equipment is repaired and returned back within 3 days, does not include transit time	✓	✓
Next Day Air Return Shipping	Equipment is returned via Next Day Air shipping service	✓	✓

Contact us today to figure out which repair plan works best for you.

*Certain restrictions may apply

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