



ZebraCareTM Depot Service for Barcode Printers



SEE MORE. DO MORE.



Your Zebra® printer is a crucial part of your barcode printing solution. That is why Zebra offers an array of service agreements designed to keep your printer in proper working condition. You will have peace of mind in knowing that highly trained professionals using quality parts are servicing your printer. And you get all of this at a competitive price.

No matter which program best fits your needs, you will have access to a wide range of benefits, including:

- Trained Product Experts
- Quick Turn-Around Times
- Genuine ZebraTM Parts and Printheads
- Most Current Engineering Specifications
- A Commitment to Quality and Continual Improvement

Keep reading for descriptions of Zebra's service options and see why there is no better alternative for the long-term life of your Zebra printer.

ZebraCare Depot Service Quality and Flexibility

ZebraCare Depot Service Agreements provide the finest care and attention for your printer service needs throughout the agreement period. In addition, our agreements provide you with a cost-effective means of planning and budgeting your annual printer service needs.

Depot
ZebraCareTM

THERE WHEN YOU NEED IT—

Reduce the cost of printer downtime due to lost productivity and unbudgeted repair costs by selecting a ZebraCare Depot service agreement. ZebraCare service agreements allow you to:

- Plan and budget annual service needs.
 - » Downtime can cost 100 to 10,000 times more than a service contract.
 - » Purchase orders cost between \$40 and \$98 to create, manage, and fulfill, in addition to the dollar amount on the purchase order itself.
- Reduce the soft costs associated with out-of-service printers, and increase uptime.
- Choose the service option right for your company.

Our depot service agreements are designed to extend the life of your Zebra printer and keep it running at the high level of performance you have come to expect and rely on.

Zebra depot service agreements ensure you will receive quality service from highly trained professionals at a competitive price. Why take a chance with the performance of your barcode printing solution?



ZEBRACARE DEPOT SERVICE DIRECTLY FROM ZEBRA

4 Agreement Options for Barcode Printers

ZebraCare Depot *Standard* with Comprehensive*

ZebraCare Depot Standard service agreements cover all the labor and parts required to keep your printers operating at the high performance levels you have come to expect from Zebra. All Zebra printers returned for service under this agreement will receive a complete preventative maintenance procedure and will be returned to you quickly, at no additional cost.

Coverage Highlights:

- All parts and labor (excluding accessories and batteries)
- **3-day** turn-around time from date of receipt
- Only genuine Zebra parts installed by factory-certified and -trained technicians
- Required repair of nonfunctioning equipment
- Cleaning and adjustment
- Complete preventative maintenance procedure at no cost (high-performance, specialty and industrial/commercial printers only)
- Engineering changes (ECOs) are automatically applied, keeping your printer up to date
- Return shipping via ground at no cost
- Comprehensive includes:
 - » Unlimited printhead replacement
 - » Normal wear and tear
 - » All internal and external components, such as the LCD, media cover, gears, etc.

ZebraCare Depot *Advantage* with Comprehensive*

ZebraCare Advantage includes all the standard features with the addition of next day turn-around time on all corrective maintenance.

ZebraCare Depot *Advantage PLUS* with Comprehensive*

With the ZebraCare Advantage Plus program, we will maintain a pool of up to 6 percent of your inventory at our facility for same-day exchange, provide free overnight shipping and offer monthly activity reports.

Customized Service Options

Zebra understands that some of our customers may have special requirements that are not covered under any of our standardized service offerings. If there is a need that is not covered, please contact your Zebra account representative to discuss the customized need.



With Comprehensive Coverage we don't focus on how it happened, but on how to get you up and running as soon as possible.

** Comprehensive coverage comes standard on all mobile, desktop and kiosk ZebraCare agreements. Comprehensive extra for tabletop and print engine ZebraCare agreements.*

IT'S MORE THAN JUST REPAIRS... IT'S ZEBRACARE DEPOT

Traditional Flexibility.

Flexible service options offer the right long-term service solution for your needs. Multi-year agreements are available for up to five years of warranty coverage.

Reliable Quality.

Specially certified and trained Zebra technicians use only genuine new Zebra parts to guarantee exceptional service performance for your Zebra printer.

Easy and Cost-Effective Agreements.

Multi-level agreements and set pricing help you to easily select, budget, manage and renew the right agreement for your needs.

Real Care. ZebraCare.

ZebraCare Depot Service Agreements are designed to incorporate the same exacting standards as Zebra's printers; ZebraCare customers enjoy the same commitment to reliable and trouble-free service for which Zebra is known.

Easy to purchase. Easy to use. Easy to see why...

ZebraCare Depot delivers continued quality, security, and peace of mind. With specially certified and trained Zebra technicians and genuine new Zebra parts, there is no better service alternative for the long-term life of your Zebra printer than a ZebraCare Depot Service Agreement.

Special Care from ZebraCare

Only from Zebra:

- Trained Zebra product experts
- 3-day turn around
- Always genuine Zebra parts
- Most current engineering standards
- Zebra quality and commitment to continuous improvement

No-cost diagnostic and preventative maintenance, including:

- All parts and labor
- Printer returned to original factory specifications
- Engineering updates

Extends useful life

- Offers upgradeable options
- Maximizes printer reliability and operating efficiency

Guarantees overall savings and peace of mind

- Eliminates parts inventory
- Provides budgetary control



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