

# ZebraCare™ Service



Reduce the cost of printer downtime due to lost productivity and unbudgeted repair costs by selecting a ZebraCare Depot or On-Site 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. ZebraCare insures your printer is repaired in a timely manner—reducing the impact on your business operations.
- Choose the service option right for your company. Whether you value turnaround time, having a pool of maintained inventory for replacement purposes, or free firmware upgrades, Zebra offers a plan that will fit your budget and business needs.

**ZebraCare™**



# ZebraCare Service Directly from Zebra



## ZebraCare Depot Service Quality and Flexibility

Your Zebra® printer is a crucial part of your bar code 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
- Genuine Zebra™ Parts and Printheads
- Most Current Engineering Specifications
- Quick Response Times
- A Commitment to Quality and Continual Improvement



# Zebra has **Service Agreements** That are Right for You

A ZebraCare service agreement is a cost-effective means of planning and budgeting your annual maintenance expenditures. Your agreement ensures that trained Zebra technicians will bring your printer back to factory specifications. Zebra offers a number of service agreements along with additional service options.

## ZebraCare<sup>Depot</sup><sup>™</sup> (Mobile, Desktop, & Tabletop)

A ZebraCare Depot “back-to-factory” service agreement covers all the labor and parts (excluding batteries, printheads, and accessories) required to keep your printers operating at the high performance levels you have come to expect from Zebra. All Zebra equipment returned for service under these agreements will receive a complete preventative maintenance procedure and will be returned to you at no additional cost. Choose from one of these competitively priced service agreements tailored to meet your needs.

### **Standard**

The standard agreement covers all labor and parts (excluding printheads, accessories, and batteries), cleaning and adjustment, preventative maintenance, and three- to five-day turnaround.

### **Advantage**

ZebraCare Advantage includes all the standard features with the addition of two-day or better turnaround on all corrective maintenance plus FREE firmware upgrades upon request.

### **Advantage Overnight**

ZebraCare Advantage Overnight provides the features of the ZebraCare Advantage plan, plus includes free next-day return shipping.

### **Advantage PLUS**

With ZebraCare Advantage PLUS, 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 monthly activity reports.

## ZebraCare<sup>On-Site</sup><sup>™</sup> (Tabletop Only)

A ZebraCare On-Site service agreement eliminates the need to return your printer to a Zebra repair center. One call brings a Zebra-trained and -certified ZebraCare On-Site service technician to your facility fast. Choose from these competitively priced service agreements tailored to meet your needs.

### **Advantage—Next-Day Response**

On-Site Advantage covers all travel, labor and parts (excluding printheads and accessories). With On-Site Advantage, a service technician arrives at your location the next business day on requests received before 4:30 p.m. EST.

### **Advantage PLUS\*—Same-Day Response**

On-Site Advantage PLUS also covers all travel, labor and parts (excluding printheads and accessories). With On-Site Advantage PLUS, a service technician arrives at your location within four hours of on-site service requests received before 1:30 p.m. local time.

\* Four-hour response available only in select locations. Please call for availability in your area.

## **Additional Service Options**

### **Comprehensive Coverage** (For ZebraCare Depot and ZebraCare On-Site)

Upgrade your service plan’s coverage to include printhead replacement and physical damage repair.

### **Zebra Authorized Service Provider™ (ZASP™)**

Zebra also has a global network of Zebra resellers that have demonstrated a commitment to provide quality service and support for all Zebra products. They have been endorsed and certified by Zebra to provide on-site repair, as well as installations, service agreements, and technical support. All ZASPs have gone through extensive Zebra training and are required to re-certify on an annual basis.

**Go to [www.zebra.com](http://www.zebra.com) to find a ZASP in your area!**

# Zebra Service Agreement Snapshot

Our 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 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 bar code printing solution? Select one of the many available Zebra service agreements that's best suited for you.



ZEBRA SERVICE AGREEMENTS	HIGH-PERFORMANCE PRINTERS	INDUSTRIAL & COMMERCIAL PRINTERS	DESKTOP PRINTERS	MOBILE PRINTERS	RFID PRINTER/ ENCODERS
ZebraCare Depot Service » Service Agreements » Time & Material » Flat-Rate	✓	✓	✓	✓	✓
Zebra Authorized Service Provider	✓	✓	✓	††	†
ZebraCare On-Site Service » Service Agreements	✓	✓			✓
Self-Service Agreements	Contact Zebra's Service Organization for further details.				

✓ Maintenance covered under program.

† Additional certification required; not all service providers qualify. Please visit [www.zebra.com](http://www.zebra.com) for a list of RFID service providers.

†† Only available in select non-US regions. Please visit [www.zebra.com](http://www.zebra.com) for a list of International Service Providers.

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## Repair Locations

**USA:** Vernon Hills, Illinois **Canada:** Toronto **Europe:** United Kingdom, Netherlands **Asia Pacific:** China, Singapore **Latin America:** Mexico

## Corporate Headquarters

+1 800 423 0442

E-mail: [inquiry4@zebra.com](mailto:inquiry4@zebra.com)

## Asia-Pacific Headquarters

+65 6858 0722

E-mail: [apacchannelmarketing@zebra.com](mailto:apacchannelmarketing@zebra.com)

## EMEA Headquarters

+44 (0)1628 556000

E-mail: [mseurope@zebra.com](mailto:mseurope@zebra.com)

## Latin America Headquarters

+1 847 955 2283

E-mail: [inquiry4@zebra.com](mailto:inquiry4@zebra.com)

## Other Locations

**USA:** California, Georgia, Rhode Island, Texas, Wisconsin **Europe:** France, Germany, Italy, Netherlands, Poland, Spain, Sweden **Asia Pacific:** Australia, China, Japan, South Korea **Latin America:** Argentina, Brazil, Florida (USA), Mexico **Africa/Middle East:** India, Russia, South Africa, United Arab Emirates