

ZebraCare™

Extended Warranty and Maintenance Programs

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



There when you need it—

ZebraCare Quality and Flexibility

For peace of mind with Zebra products, look no further than ZebraCare Service Agreements. Competitively priced and simple to purchase and upgrade, ZebraCare ensures the top-notch product you've purchased is serviced with utmost quality and care. Specially trained technicians quickly and efficiently return your Zebra printer to factory specification.

A variety of service agreements are tailored to meet specific needs. They range from the standard package that includes parts and labor, cleaning and adjustment, preventative maintenance, and a three- to five-day turnaround, to Advantage Plus that provides same-day exchange from a pool of products. Extend any service plan's benefits by pairing it with one or more of the service options described on the back of this brochure. Trust ZebraCare for extended warranties and maintenance programs.



Extended Warranty

Special Care from ZebraCare

Only from Zebra

- » Trained Zebra product experts
- » 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

Coverage Directly from Zebra

*For more information
or assistance in selecting
a program go to
www.zebra.com or
call +1 847 913 2259*

4 plans are available:

ZebraCare (standard)

ZebraCare standard back-to-factory agreements cover all the labor and parts (excluding printheads, accessories, and batteries) required to keep your printers operating at the high performance levels you have come to expect from your Zebra Technologies products. All Zebra equipment returned for service under this agreement will receive a complete preventative maintenance procedure and will be returned to you at no additional cost.

- All parts and labor (excluding printheads, accessories, and batteries)
- Only genuine Zebra parts
- Required repair of nonfunctioning equipment
- Cleaning and adjustment
- Complete preventative maintenance procedure at no cost (high-performance, specialty, and industrial/commercial printers only)
- Return shipping via ground at no cost
- 3- to 5-day lead time from date of receipt
- Assures optimum performance

ZebraCare Advantage

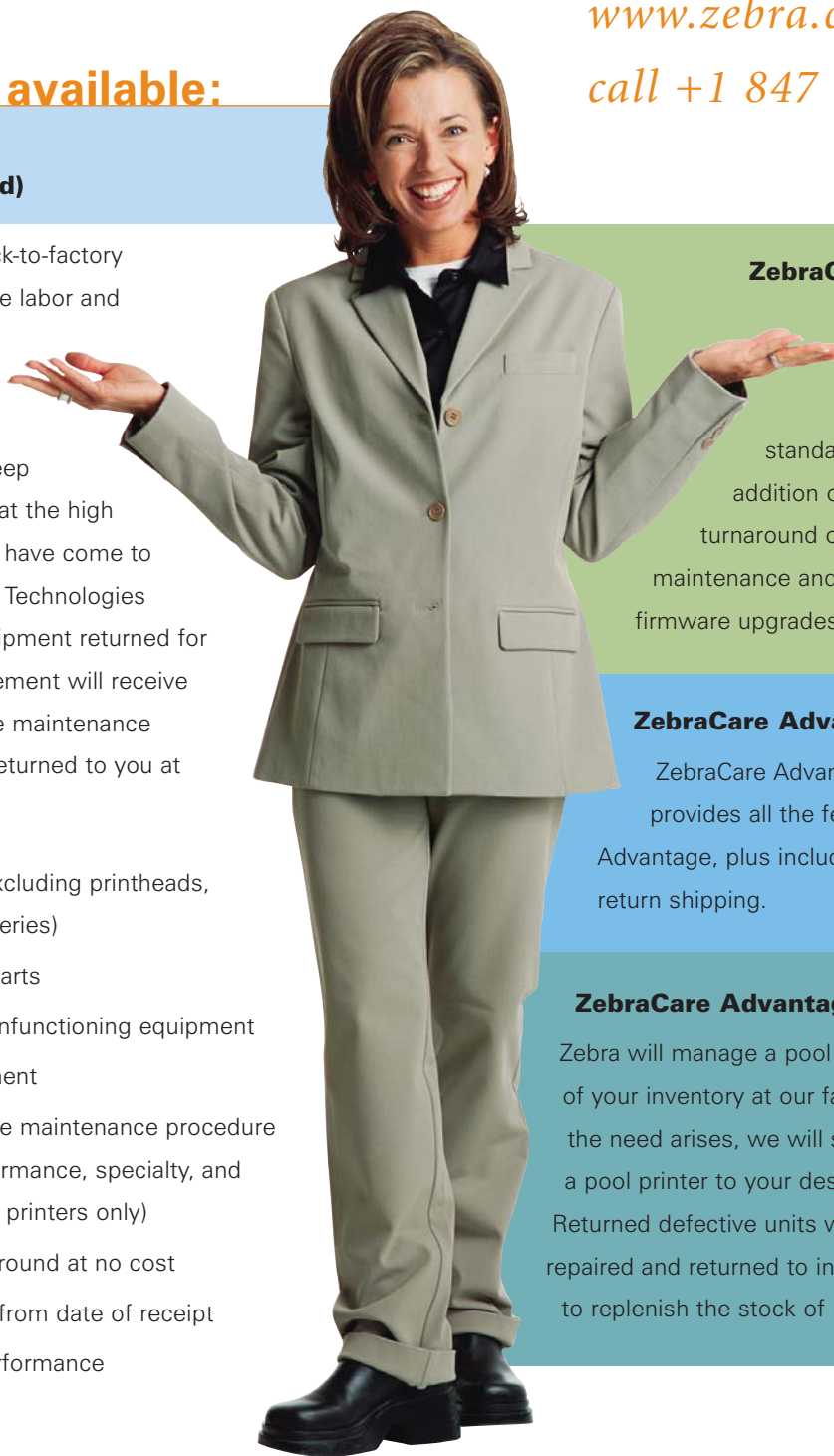
ZebraCare Advantage includes all the standard features with the addition of two-day or better turnaround on all corrective maintenance and no-charge firmware upgrades upon request.

ZebraCare Advantage Overnight

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

ZebraCare Advantage PLUS

Zebra will manage a pool of up to 6 percent of your inventory at our facility. Whenever the need arises, we will ship overnight a pool printer to your designated facility. Returned defective units will be promptly repaired and returned to inventory in order to replenish the stock of ready units.



Additional Service Options Extend Your Plan's Benefits



Comprehensive Coverage

(Desktop and Mobile Printers Only)

- » Upgrades your service plan's coverage to include printhead replacement and physical damage repair.

Battery Coverage

(Mobile Printers Only)

- » Upgrades your plan's coverage to include a predetermined number of battery replacements.
- » Zebra will replace 20 percent, 30 percent, or 40 percent of your batteries per year when the old ones become depleted.
- » Minimum of 10 units required for coverage.

Printhead Coverage

(High-Performance and Industrial/Commercial Printers Only)

- » Upgrades your plan's coverage to include a predetermined number of printhead replacements.
- » Zebra will replace 20 percent, 30 percent, or 40 percent of your printheads per year when the old ones become worn.
- » Minimum of 10 units required for coverage.

It's More Than Just Repairs... It's ZebraCare.

Traditional Flexibility.

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

Reliable Quality.

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

Easy and Cost-Effective Programs.

Multi-level programs and set pricing help you to easily select, budget, manage and renew the right program for you.

Real Care. ZebraCare.

ZebraCare Extended Warranty and Maintenance Programs are designed to 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 delivers continued quality, security, and peace of mind. With specially trained technicians, genuine Zebra parts and direct from the factory service, there is no better alternative for the care and guarantee for the long-term life of your Zebra printer than a ZebraCare Extended Warranty and Maintenance Program.



HEADQUARTERS

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LATIN AMERICA: Florida (USA), Mexico
AFRICA/MIDDLE EAST: South Africa, United Arab Emirates

