

# ZebraCare™ Services



## Protecting your investment

You have invested in Zebra because you want market-leading printers that deliver exceptional performance, reliability and value for money. To ensure you get the very best from your Zebra® printer, ZebraCare Services have been developed to deliver solutions that will help you remain competitive in the marketplace.

All ZebraCare Services cover the labour, spare parts and preventative maintenance (and, where applicable, printheads and transport) necessary to bring your printer back to full operation.

Safeguarding your printers with ZebraCare provides assurance that our product experts will quickly repair and return your printer to you in working order!

### Choose the ZebraCare service that suits you:

Depot Service, On-Site Service or Fixed Price Repair.

## ZebraCare Service helps:

- Maximise uptime and productivity
- Ensure swift hardware repairs by Zebra printer specialists
- Manage risk
- Eliminate your inventory of parts
- Maximise printer reliability and operating efficiency
- Fix annual operating costs up front
- Provide the cover for unforeseen emergencies



# ZebraCare Services

## ZebraCare Depot Service

ZebraCare Depot Service is a service agreement where you return non-functioning products to Zebra. ZebraCare Depot Service comes in two options: Standard and Comprehensive.

The **Standard Service** includes coverage on all parts and labour for all repairs except those to printers that have reached the end of their useful life and so are beyond economic repair.

In addition to the coverage provided under the Standard Service, the **Comprehensive Service** includes *printheads and printhead replacement*. This Service is intended to fix the annual cost of your printing solution, eliminating all extra or hidden costs.

We typically repair printers in 5 business days, where day one is the day of receipt at Zebra. Zebra pays for return shipping.

Upgrade to the **Collection Service**, where Zebra organises the next business day collection of your non-functioning printer.

Upgrade to the **Four-day Turnaround** option where your printer is either repaired or replaced with an equivalent model. A minimum of 100 printers must be under contract for this option to apply.

## ZebraCare On-Site Service (UK and Ireland)

The ZebraCare On-Site Service is a service agreement that is available in the UK and Ireland that allows customers to receive service on their Zebra printers at their place of business.

With this service, a Zebra-trained technician arrives at your location the next business day, and you will be up and running with your printer repaired or replaced with an equivalent loan or exchange model within 4 days. On every call, preventative maintenance is carried out.

ZebraCare On-Site Service Agreements provide cover for all parts and labour for all repairs, *including printhead replacement*, except those to printers that have reached the end of their useful life and so are beyond economic repair.

## ZebraCare Fixed Price Repair

ZebraCare Fixed Price Repair is a flat-rate repair service for non-functioning printers that are outside warranty or repair contract.

This service has one set price per printer covering the parts (excluding batteries), labour and preventative maintenance required to get your printer back to full operation.

Service Upgrades can be purchased that include printhead replacement and printer re-configuration.



## Options available with the On-Site and Depot Services

**Comprehensive Coverage** – Choose this option to obtain printhead coverage. For best ZebraCare Comprehensive prices, use Zebra supplies exclusively. Simply obtain a quotation from the Zebra supplies sales team and enter your quotation number and purchase forecast on the ZebraCare Service order form to receive comprehensive cover.

### **Repair performance analysis reports**

For large installations, choose the reporting option where Zebra will supply you with monthly repair performance analysis reports. These reports help you to keep control of your assets by analysing return rates and user behaviour. A minimum of 100 printers must be under contract for this option to apply.

## The Zebra repair process

If you encounter a problem with one of your Zebra printers, such as a fault with the machine or accidental operator damage, simply call your Zebra supplier and quote your ZebraCare contract number and the failed printer serial number. If your printers are not covered by ZebraCare contracts, ask for a Fixed Price Repair.

Your Zebra supplier will issue you with a Return Materials Authorisation (RMA) number, and the process to bring back your printer to full operation begins.

With On-Site Service, a Zebra-trained engineer will be at your premises the next business day.

With Depot Service and Fixed Price Repair, you will be asked to return the printer to Zebra Europe. With Depot Service with collection, pack up your failed printer, label it with the RMA number, and Zebra will arrange for a courier collection.

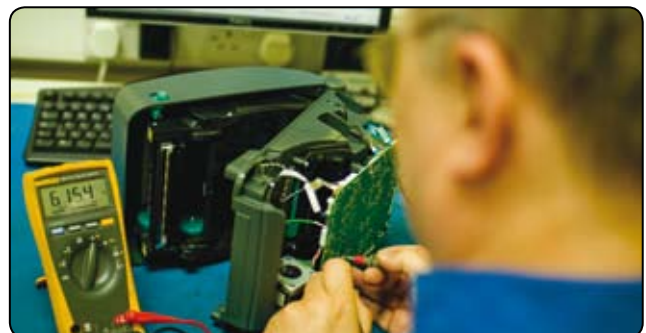
## Need more than ZebraCare provides?

If your service requirements exceed those offered by ZebraCare solutions, alternative offerings can be obtained from Zebra's network of technical partners.

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

Our global network of Zebra resellers and ZASPs demonstrates an unparalleled commitment to provide quality

service and support for all Zebra products. Each ZASP has been endorsed and certified by Zebra to provide on-site repair, as well as installations, maintenance contracts, depot repair and technical support. Go to [www.zebra.com](http://www.zebra.com) to find a ZASP near you.



# ZebraCare Services Options

	ZebraCare Depot Service	ZebraCare On-Site Service (in the UK and Ireland)	ZebraCare Fixed Price Repair
15% price reduction if purchased within one month of printer sale	✓	✓	✗
All labour and parts to cover printer failure, wear and tear and cosmetic damage (please check for exclusions and conditions)	✓	✓	✓
Typical turnaround time	Five days at Zebra facility	Next day	Five days at Zebra facility
Return shipping within EU included	✓	n/a	✓
Available to order	At any time up to 3 years	During the warranty period	At any time during the printer's serviceable lifetime
Comprehensive coverage (including printheads) with exclusive use of genuine Zebra supplies using non-Zebra supplies	Optional	Optional	Optional upgrade
Comprehensive coverage (including printheads) using non-Zebra supplies	Optional	Optional	Optional upgrade
Next-day on-site response	✗	✓	✗
Collection from and return to the same customer site	Optional	n/a	✗
Repair turnaround of 4 days or less (minimum quantity of 100 printers under single contract)	Optional	✓	✗
Annual preventative maintenance visit	✗	Optional	✗
Repair Performance Analysis Reports (minimum quantity of 100 printers under single contract)	Optional	Optional	✗

For up-to-date contact details for Zebra repair services across EMEA, go to [www.zebra.com](http://www.zebra.com) > **Service and Support** > **Service and Support contacts** > **contact information**.

Depot Service for sale in the EU and selected countries only. Please check with the ZebraCare team on **+44 (0) 1772 693069** or at [zebracareemea@zebra.com](mailto:zebracareemea@zebra.com) for service availability in your country.

The On-Site Service Agreement is available in the UK and Ireland. Call **+44 (0) 1628 556 225** or [zebracareUK@zebra.com](mailto:zebracareUK@zebra.com). Please check with the ZebraCare team at [zebracareemea@zebra.com](mailto:zebracareemea@zebra.com) for service availability in other countries.

©2009 ZIH Corp. ZASP, Zebra Authorized Service Provider and all product names and numbers are trademarks, and Zebra and representation of Zebra Head are registered trademarks of ZIH Corp. All rights reserved. All other trademarks are the property of their respective owners.



#### Zebra Technologies – EMEA Headquarters & Sales Office

Zebra Technologies Europe Limited, Dukes Meadow, Millboard Road, Bourne End, Buckinghamshire, SL8 5XF, United Kingdom  
**Telephone:** +44 (0)1628 556000 **Fax:** +44 (0)1628 556001 **E-mail:** [mseurope@zebra.com](mailto:mseurope@zebra.com) **Web:** [www.zebra.com](http://www.zebra.com)

#### Other EMEA Locations

**Europe:** France, Germany, Italy, the Netherlands, Poland, Spain, Sweden **Middle East & Africa:** Dubai, South Africa

