



## Zebra OneCare™ SV for Printers

### A SPECIAL VALUE LEVEL OF SERVICE AT THE RIGHT PRICE

The availability of your Zebra printers is key to the success of your business. But without a service plan, a single repair can cost more than the printer — and without turnaround times defined in a service plan, your printer can be out of service for an extended period of time. And with some printers, comprehensive coverage may be more than you need. But now, the right level of service is available at the right price with Zebra OneCare™ SV for Printers.\* This special value level of service provides two years of protection against failure, coverage for normal wear and tear, priority repair turnaround time, free return shipping and access to unmatched technical support — all for a fraction of the cost of single, uncovered repair. Protect your critical operations and your printers with defined service levels for less, with Zebra OneCare SV for Printers.

#### **Normal Wear and Tear and Functional Failure Coverage Keeps Your Printers Up and Running**

Over time, keypads show signs of wear, platens wear down, and major functional failures can occur that would take your printer out of service. With Zebra OneCare SV, you're covered. And if you do need to send your printer to the depot for repair, turnaround time is half that of Warranty repairs — 5 days instead of 10 — with free return shipping. The result? Less downtime, lower and predictable repair costs — and no unnecessary new hardware purchases.

#### **Put your Printer Back into Service, Right Out of the Box**

With Zebra's optional Device Commissioning Service, once your repair is complete, we'll restore all your settings, label formats, software and applications before we ship it back. Your printer is ready to return to work the moment you take it out of the box. Just plug it in — we take care of the rest.

#### **Get Two Full Years of Direct-from-the-Manufacturer Technical Expertise**

Zebra OneCare SV expands availability of technical support for two full years. With priority access to experts who can help resolve technical problems and optimize the performance of your printers, you get the help you need to keep your operations running smoothly — and get the most out of your investment. Technical Support is provided by phone during your business day, and through our always available web-based self-service support portal. And with support available in 17 languages, we can take care of your support needs, no matter where you are located.

**FACT SHEET**

ZEBRA ONECARE SV FOR PRINTERS

**Comprehensive Self-service Tools**

Available 24x7, Zebra's Support Center is your first point for contact for answers and resolutions. This intuitive, self-service portal provides the assistance you need, when you need it. Search knowledge articles and FAQs to locate answers quickly. Find product manuals, configuration, and troubleshooting information. Even begin a repair request online at your convenience.

**At-a-Glance: Zebra OneCare SV for Printers**

The following chart shows the increase in coverage this special value service provides over the standard warranty coverage.

| FEATURES   | WARRANTY  | ZEBRA ONECARE SV FOR PRINTERS*  |
|--|---|---|
| <b>Term</b>  | 1 year  | 2 years   |
| <b>Manufacturer's Defects</b>  | 1 year  | 2 years   |
| <b>Wear and Tear Coverage</b>  | Not included  | Yes, including functional failure <sup>1</sup>  |
| <b>Repair Turnaround</b>   | Minimum of 10 days  | 5 days in depot   |
| <b>Technical Support</b>   | 90 days<br>(Live-agent phone support<br>Monday through Friday and<br>self-service tools 24x7) | 2 years<br>(Live-agent phone support<br>Monday through Friday<br>and self-service tools 24x7) |
| <b>Device Commissioning Option</b><br>Repaired devices are returned ready-to-use, commissioned with printer settings and label formats | Not available   | Optional <sup>2</sup>   |
| <b>Shipping</b>  | Ground only   | Return ground shipping included with the option to upgrade to Express Shipping                |

1. Does not cover printheads, linerless platen rollers, accidental/physical/cosmetic damage or damage due to neglect/abuse.

2. Commissioning Service is available in North America, select countries in EMEA, Australia and New Zealand.

\* Zebra OneCare SV for Printers is available on most desktop printers, and select additional printers.

**PROTECT YOUR CRITICAL BUSINESS OPERATIONS AND AVOID UNEXPECTED EXPENSES FOR LESS WITH ZEBRA ONECARE SV FOR PRINTERS**

FOR MORE INFORMATION, VISIT [WWW.ZEBRA.COM/ZEBRAONECARE](http://WWW.ZEBRA.COM/ZEBRAONECARE) OR ACCESS OUR GLOBAL CONTACT DIRECTORY AT [WWW.ZEBRA.COM/CONTACT](http://WWW.ZEBRA.COM/CONTACT)



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