



Zebra OneCare® Essential and Select Support Services

Maximize Zebra device availability, device value — and your operational efficiency

Every day, you count on your Zebra mobile computers, barcode scanners and printers to streamline your business processes to improve efficiency and task accuracy, drive down the cost of doing business and increase workforce productivity. Availability of your Zebra devices is key to the success of your business — and the return on your Zebra investments. With Zebra OneCare Essential and Select Support Services, you get all the features you need to maximize uptime and achieve peak performance, every day your devices are in service. You get unparalleled product knowledge direct from Zebra. Zebra OneCare Essential and Select options allow you to choose the level of service that is right for your business and your budget. And with our global reach, we offer coverage in practically every corner of the world.

Get the Service Level You Need

When you choose Essential or Select, you get features that set the industry bar for support, including technical support, varying levels of live agent access and repair turnaround times, software upgrades and LifeGuard™ for Android™ security updates. And you can customize your service to best meet your needs with numerous options. Essential provides basic assurance and Select delivers maximum protection — and both services are available for purchase within 30 days of your equipment purchase.

Get LifeGuard™ for Android™ Security Updates Throughout Your Entire Device Lifecycle

Your Zebra rugged Android-based devices have a lifecycle that runs well beyond the typical three years of security support Google offers on any given version of Android.¹ But without continual security support for the version of Android running in your organization, there may be security risks that can only be eliminated by retiring your Zebra devices early — a very costly solution. Now, you can keep your Zebra Android mobile devices secure every day they are in service with LifeGuard for Android, the industry's first extended security solution. LifeGuard not only provides the security updates and patches you need, it also makes updating simple. You can see when updates are available and which devices need the update. Since you can update devices over the air, you can update ten, a hundred or thousands of devices all with the press of a button. And with LifeGuard, you're always in charge — if you don't want to update your devices to the next version of Android, we'll continue to provide support on your current version of Android.

If It's Broken, We Fix It

Our Zebra OneCare services are truly comprehensive. While your hardware warranty covers defects in workmanship and materials, Zebra OneCare adds coverage for normal wear and tear and accidental damage. Every part of every Zebra device is covered — from a cracked display or outer casing to a damaged scanner exit window, worn out printhead or damaged platen roller. And when you need to return a device, we make it fast and easy — return requests can be initiated online, anytime of the day or night.

Get Unparalleled Direct-from-Zebra Expertise

Our experienced technical support experts are ready to help you resolve virtually any device issue, providing the swift resolution needed to minimize downtime — and its impact on your business. With our solution labs and ability to maintain your customer-specific configurations to accelerate trouble resolution, you're back up and running, as soon as possible. Want to migrate to next generation technologies? Our application support specialists make it easy. And since our experts speak 17 languages, we can provide support in your local language in practically every corner of the world.

Services Overview

Zebra OneCare Essential

Zebra OneCare Essential delivers the fully-featured comprehensive coverage you need to maximize uptime and value of your Zebra mobile devices. This service sets the industry bar for service and support, with features that include coverage for accidental damage and normal wear and tear, technical support during your local business hours, 3-day turnaround time on repairs and LifeGuard security updates to keep your version of Android current and secure. And with your personalized Support Dashboard,⁴ it's easy to keep track of all your repair and support cases, Zebra support contracts, which devices are eligible for LifeGuard Android security updates — and the status of those updates.

Zebra OneCare Select

If your business requires maximum device uptime and around-the-clock technical support, Zebra OneCare Select delivers. You get all the entitlements of Zebra OneCare Essential, and more. Live agent technical support is available 24x7. In addition, we maintain and manage a pool of spare devices for you to enable overnight replacement of malfunctioning devices. If a device needs repair, we overnight a spares pool device that we commission with your settings and applications so it is ready-to-use, right out of the box.

Give your Zebra devices the care they deserve with Zebra OneCare Support Services.
For more information, please visit www.zebra.com/zebraonecare

Features At-a-Glance

Feature	Zebra OneCare [™] Essential Basic Assurance	Zebra OneCare [™] Select Maximum Protection
Contract Length	3 or 5 years	3 or 5 years
Depot Turn-Around Time (TAT) ²	3 business days from depot receipt	Same day shipment of replacement device
Priority Live Agent Access to Technical Support	M-F, local business hours	24/7 support
Return Shipping ³	Ground included Optional: next business day	Next business day
Operating System Software Updates (Online access)	●	●
LifeGuard Android Security Updates	●	●
Comprehensive Coverage	●	●
Manufacturer's Defects	●	●
Online Repair Order Portal for RMA ⁴	●	●
Support Dashboard ⁵	●	●
Device Diagnostic Service (Mobile Computers)	●	●
Spares Pool Management ⁶	N/A	●
Device Commissioning ⁷ (Application and Configuration Management)	Optional	●
Battery Maintenance Service ⁸	Optional	Optional
Battery Refresh Service ⁹	Optional	Optional
Device Collection Service ¹⁰	Optional	Optional
Visibility Services: OVS, OVS Connect and AVS ¹¹	Optional	Optional

- <https://support.google.com/pixelphone/answer/4457705?hl=en> (Pixel phone subsection) "Google provides security support for a specific version of Android from its release date to 18 months beyond end-of-sale or a minimum of 36 months."
- Zebra depot turnaround time (TAT) is defined as the length of time a device is held in an authorized Zebra repair depot. It does not include time in transit to or from the depot or time waiting for customer response for information. Same day shipment of replacement unit is dependent on the raising of the RMA before the regionally defined cut-off times.
- Express Shipping Option available for 'next day shipping' in applicable regions. Next business day repair option available in NA and Mexico for printing products.
- Available in NA, EMEA, APAC and Mexico for enterprise and printing products.
- For mobile computers and scanners only. Includes repair, technical support, contracts and LifeGuard reports. Available in NA, EMEA and APAC.
- Spares pool is provided for and managed by Zebra. In NA a customer owned option is available.
- Available in NA, EMEA and ANZ. For availability outside these territories, please contact local service representative.
- Available in NA and EMEA. For availability outside these territories, please contact local service representative.
- Available in NA, EMEA and APAC. For availability outside these territories please contact local service representative.
- Available in NA, EU and ANZ for specific mobile computer models. Available in EU for printers. For details on applicable models and availability outside these territories, please contact local service representative.
- Visibility Service Options: OVS, OVS Connect and AVS. Available for: Zebra Mobile Computers and Zebra Link-OS network-enabled printers.



**Zebra OneCare Essential
Customer Case Study:
Protecting Mission-critical
Tracking of Patients
and Medication**

A local hospital deployed a few dozen Zebra mobile computers for staff to use to track patients and medications. The hospital purchased Zebra OneCare Essential support service to stay in budget, yet provide their internal help desk team with the device expertise required to maximize device uptime.

When a few of the devices malfunctioned, Zebra's Repair Order Portal enabled the internal team to quickly and easily submit an online RMA. The devices were returned to Zebra, where they were serviced and repaired within 3 days of receipt at the Zebra repair depot. And with Zebra's Support Dashboard, the internal team could simply log in to review repair status, as well as repair and technical support statistics.

Device security was also a top concern at the hospital. Zebra OneCare Essential addressed their concerns by providing software and security updates — including LifeGuard security patches for the Android operating system. And when intermittent device connectivity issues surfaced, direct access to Zebra's expert technical support staff helped them quickly identify and address the issues to keep devices up and running, enabling caregivers to continue to deliver the service required to protect patient safety and comfort.



**Zebra OneCare Select
Customer Case Study:
Protecting Service Quality
for a Major Multi-location
Car Rental Company**

A major car rental company operating in a variety of different sites — from major/minor airports to local neighborhoods — deployed Zebra mobile computers paired with Zebra mobile printers to manage the daily operations of car returns. Since customer satisfaction was crucial to the success of the business, a high degree of operational support was required to not only maximize device uptime in all locations, but also to minimize the complexity of managing a fleet of remote mobile devices.

Zebra OneCare Select support service with the battery maintenance option proved to be the ideal solution. In addition to ensuring the availability of working devices through a Zebra-owned and Zebra-managed spares pool, the customer benefited from 24/7 support, access to software updates for all of their Zebra wireless devices and LifeGuard for Android security updates for their mobile computers.



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