



## Zebra OneCare® On-Site Support Service

### Let our certified service technicians come to you

If you have industrial printers that are too bulky to send to the depot — or mobile computers, scanners or printers that are performing business-critical tasks where there simply is no room for downtime — you need Zebra OneCare On-Site support. With this top of the line service, our Zebra trained and certified technicians come to your facility to get your Zebra devices back up and running at peak performance, regardless of the issue. Your on-site technician uses only genuine Zebra parts — so you never need to worry about the impact of potentially inferior replacement parts down the road. And three service levels allow you to choose the on-site repair window that meets the needs of your business, your workers and your budget. And in addition to on-site repair, you get all the best features in Zebra's flagship OneCare Essential and Select Support Services, including comprehensive coverage.

### Three levels of response times to meet your on-site repair needs

Choose from three windows of time. The most cost-effective repair window is Essential On-Site 2-Day — our technicians will arrive within two business days. The next level of service is Essential On-Site Next-Day, where our technicians will arrive the next business day. And if you need the fastest possible repair window, our technicians arrive within a four-hour window when you choose Select On-Site Same Day.

## Everything is included — there's never any extra charges

When you choose any of our Zebra On-Site support options, everything is always included — parts, labor, travel to and from your facility, complete cleaning — whatever is required to get your devices back up and running in like-new condition.

## 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. 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.

## Preventative maintenance checkups

When you choose On-Site support, you choose a partner that is vested in proactively supporting your devices. You can call and schedule up to two on-site maintenance check-ups per year to help spot and correct emerging issues with your Zebra devices, before they have an opportunity to impact your operations.

## Loaded with all of Zebra's flagship support features

All three service levels offer the best of Zebra's standard Essential and Select Support Services. With comprehensive coverage, if it's broken, we fix it — even if the issue is due to accidental breakage or just normal wear and tear. You get unmatched direct-from-Zebra product expertise. LifeGuard™ for Android™ security updates keep your version of Android secure, protecting your devices, your network and your data. Software upgrades ensure your devices are always up-to-date, able to deliver the best possible performance.

**Protect your business operations with on-site repair for your business-critical devices. For more information about Zebra's OneCare On-Site services, please visit [www.zebra.com/zebraonecare](http://www.zebra.com/zebraonecare)**



## Zebra OneCare On-Site Customer Case Study: Protecting throughput in high-volume packing and shipping operations

A major retailer operating distribution centers throughout the U.S. utilized Zebra high performance printers in their pack and ship operations. Chosen for their dependable printing quality, the printers ensured that labels throughout the entire logistics chain were scannable, minimizing lost and mis-shipped parcels — and the need to manually process exceptions.

Since downtime could cripple packing and shipping operations, this customer chose Zebra OneCare On-Site Support Service to protect their operations. When the customer called for service, a Zebra technician showed up the next business day with the expertise required to troubleshoot the problem — and all the parts required to perform the repair, right on the spot. And the included bi-annual preventative maintenance checks kept business flowing and minimized disruptions through proactive identification and resolution of issues before they impacted operations.

## Features At-a-Glance

Feature	Zebra OneCare™ On-Site Support		
	Essential On-Site Second Day Business Response	Essential On-Site Next Business Day Response	Select On-Site Same Business Day Response
Contract Length	1, 2 or 3 years		
Priority Live Agent Access to Technical Support	M-F, local business hours	M-F, local business hours	24/7 support
All Inclusive Repair Costs	Includes, travel, all parts, labor, mileage and engineering changes — never any extra fees for any services provided on-site		
Preventative Maintenance	Two preventative maintenance check-ups per year		
Comprehensive Coverage	Includes normal wear and tear, accidental damage, printheads and more Optional non-comprehensive services available		
Operating System Software Updates (Online 24x7 access)	●	●	●
LifeGuard™ for Android™ Security Updates	●	●	●
Online Repair Order Portal for RMA <sup>1</sup>	Availability varies by country and/or product		
Support Dashboard <sup>2</sup>	●	●	●
Device Diagnostic Service (Mobile Computers)	●	●	●
Device Commissioning <sup>1</sup> (Application and Configuration Management)	Optional		Included
Visibility Services: OVS, OVS Connect and AVS <sup>3</sup>	Optional		

On-Site Support services are not available in all countries, and support levels may vary by country. Please see your Zebra representative for details.

1. Available in NA and parts of Europe. For availability outside these territories, please contact your local service representative.
2. For mobile computers and scanners only. Includes repair, technical support, contracts and LifeGuard reports. Available in NA, EMEA and APAC.
3. Visibility Service Options: OVS, OVS Connect and AVS. Available for: Zebra Mobile Computers and Zebra Link-OS network-enabled printers.

**FACT SHEET**

ZEBRA ONECARE® ON-SITE SUPPORT SERVICE

\* <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."



**NA and Corporate Headquarters**  
+1 800 423 0442  
inquiry4@zebra.com

**Asia-Pacific Headquarters**  
+65 6858 0722  
contact.apac@zebra.com

**EMEA Headquarters**  
zebra.com/locations  
contact.emea@zebra.com

**Latin America Headquarters**  
+1 847 955 2283  
la.contactme@zebra.com