



Zebra OneCare™

SERVICES THAT MAXIMIZE THE AVAILABILITY OF YOUR ZEBRA PRINTERS

Every day, your Zebra printers help you streamline your business processes to improve overall operational efficiency and accuracy, drive down the cost of doing business and increase workforce productivity. Availability of your Zebra printers is key to the success of your business and enables your critical business operations. With Zebra OneCare services, you can ensure that your Zebra Mobile, Tabletop, Desktop, Card and Kiosk printers achieve maximum uptime and peak performance. You get unmatched support, right from the manufacturer — from experts that offer unparalleled product knowledge. With multiple service levels to choose from, you'll find a Zebra OneCare offering that will meet your service requirements and your budget. And with global coverage, we're ready to meet your support needs, no matter where in the world your business is located.

Get the service level you need

Zebra OneCare Essential and Zebra OneCare Select offer software updates and upgrades, varying levels of fully comprehensive hardware support, technical support and expedited repair turnaround times, plus numerous options to customize your service requirements to best meet your business needs. All of these support services can be purchased within 30 days of your equipment purchase.

It it's broken, we fix it

Our Zebra OneCare Essential and Select services are truly comprehensive. Worn out printheads? Damaged platen rollers? Broken display? Our plans cover it all, including normal wear and tear and accidental damage. While Zebra's hardware Warranty covers defects in workmanship and materials, with Zebra OneCare Essential and Select for Printers, if it's broken, we'll fix it. 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 service from-the-manufacturer expertise

Our experienced technical support experts can help you with virtually any issue on any Zebra printer, providing swift resolution of issues to minimize the impact on your business. And our experts speak your language — with 17 available languages, we're ready to support associates in just about every corner of the world.

**FOR MORE INFORMATION, VISIT WWW.ZEBRA.COM/ZEBRAONECARE
OR ACCESS OUR GLOBAL CONTACT DIRECTORY AT WWW.ZEBRA.COM/CONTACT**

FACT SHEET**ZEBRA ONECARE FOR PRINTERS****Zebra OneCare Select**

If workforce productivity and operational efficiency are critical to your business, Zebra OneCare Select offers the highest level of care, delivering more capabilities. If a device needs repair, we ship out a replacement as soon as you notify us — before we receive your broken unit. We'll even commission your printer settings and label formats so your printer is ready to use on arrival. No matter what time of the day or night you have a problem, our experts are ready to help. Select service provides a technical support help desk with 24x7 availability. Want visibility to better manage assets within your environment? Our cloud-based visibility service options, powered by our Asset Visibility Platform, provides the location, condition and usage patterns of your Zebra Link-OS™ network enabled printers to enhance worker productivity.

Zebra OneCare Essential

Zebra OneCare Essential service is our foundational service offering, with comprehensive coverage that includes printer cleaning and adjustment, technical support during your local business hours and 3-day turnaround time on repairs. And, with our On-Site service option, we can dispatch a technician to your facility to troubleshoot and resolve issues for the most critical situations.

At-A-Glance:

STANDARD FEATURES	SELECT	ESSENTIAL
Term	3-5 years	3-5 years
Online access to operating system software	OS updates and upgrades	OS updates and upgrades
Support help desk	24x7 support	M-F, 8am-5pm local time
Comprehensive coverage, including printheads, normal wear and tear and accidental breakage	• (Tabletop optional)	• (Tabletop optional)
Online Return Material Authorization (RMA) support	•	•
Spares pool management	•	N/A
Device Commissioning (application loading and configuration management)	•	Optional
Repair turnaround time	Same day shipment of replacement device	3 business days from depot receipt Optional: next business day
Return shipping	Next business day	Standard: ground Optional: next business day
ADDITIONAL FEATURES FOR ZEBRA PRINTER PORTFOLIO		
On-Site service — Tabletop printers	Optional	Optional
Visibility Services Options (AVS, OVS)	Optional	Optional
Battery Maintenance and Refresh services	Optional	Optional
Device Collection service	Optional	Optional

NOTE: Services and Service availability may differ by region. Please contact your Zebra sales representative for details.

To view Zebra's product warranty, please visit <https://www.zebra.com/us/en/support-downloads/warranty/product-warranty.html>. No warranties, expressed or implied, are given, and Zebra expressly disclaims all other warranties, including and without limitation, the implied warranties of merchantability and fitness for a specific purpose.



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