



Zebra OneCare™ On-Site Maintenance Plan

On-the-job service and support — when you need it, at your location

You depend on your printers, mobile computers and associated software applications to keep your workflows moving and meet your operational objectives. Sometimes sending devices to the Service Center isn't practical, or even feasible. Instead, let us come to you. From large and heavy industrial printers to mobile computers that are performing business-critical tasks, minimize the hassle and downtime with a Zebra OneCare On-Site* maintenance plan. One call can bring a Zebra-trained and certified technician to your door for one-on-one, personalized attention.

Go beyond the warranty and get your Zebra devices back up and running at peak performance, regardless of the issue. Trust that your hardware repairs and software support needs are handled by trained experts with qualified parts that you can only get from the manufacturer — Zebra. In addition to on-site repair, you get all the best features of Zebra's flagship Zebra OneCare maintenance plans, including comprehensive coverage.

FACT SHEET

ZEBRA ONECARE™ ON-SITE MAINTENANCE PLAN



Choose the Plan that Meets Your Urgency

Two service levels allow you to choose the on-site repair window timeline that meets your workflows and budget:

Zebra OneCare™ On-Site Next Day	Zebra OneCare™ On-Site 2-Day
Our technicians arrive the next business day	Our technicians arrive within two business days

Core support with all-inclusive protection

- Certified Zebra technician on-site with parts in-hand
- Complete device cleaning and adjustment
- Support from the manufacturer experts
- 8x5 (Mon-Fri) live-agent tech support
- Online access to operating system software updates
- LifeGuard™ updates and patches (Android mobile computers)
- Preventative maintenance checkups



**On-Site
Repair**



8x5



**Software
Support**



LifeGuard

Avoid Unexpected Surprises

Peace-of-mind, Comprehensive Coverage at Your Site

All-inclusive Repairs, Service and Support on Location

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

If It's Broken, We Fix It

Both service levels offer the best of Zebra's maintenance plans. With comprehensive coverage, if it's broken, we fix it — including printheads, normal wear and tear and accidental damage. You get unmatched, direct-from-Zebra expertise.

Ensure Security Throughout Your Device Lifecycle

Extend the life of your Zebra rugged Android™-based devices well beyond the typical three years of security support Google offers. Ensure your devices have ongoing, continual security support for the version of Android running in your organization and prevent costly security risks with LifeGuard™ for Android, the industry's first extended security solution. Keep your data protected and your business running smoothly — only available from Zebra.

Keep Your Software and Firmware Up to Date

In addition to LifeGuard for Android OS, the base software package that ships with your Zebra device is also updated regularly. With Zebra OneCare On-Site, you have access to these key software value adds and technical support of the applications.

Preventative Maintenance Checkups

At Zebra, we see ourselves as your partner — vested in proactively supporting your devices and your business. We've included scheduled on-site maintenance check-ups to help spot and correct emerging issues with your covered Zebra devices, before they have an opportunity to impact your operations.**

*Limited availability for Mobile Computers. General availability for Industrial / tabletop printers in US, UK/IE Belgium, Luxembourg Netherlands.

**Contact your Zebra Sales Representative for more detail and regional availability.

Get Service and Support When and Where You Need it for all Your Business-critical Devices
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