



Zebra OneCare™ Features-at-a-Glance

Peace of mind, your way

Surprises can be fun — but not when it comes to the devices and software applications that run your business. If unexpected issues arise that halt workflows, having a plan in place to protect business outcomes is crucial. Bring operational certainty within reach with the right partner and maintenance plan. With Zebra OneCare™ maintenance plans, the experts that know your technology best will ensure that you achieve peak performance and maximum uptime from every one of your covered Zebra devices. Never one-size-fits-all, you can choose a “right-for-you” maintenance plan that’s tailored to your specific business needs — and your budget. Access support in whatever way is right for the urgency of the moment: talk live with a Zebra-badged agent; tap into self-service diagnostic tools; submit requests easily online; or compare notes with another member of Zebra’s online support community. Most importantly, you’ll gain the peace of mind that comes from having a mobility partner that’s 100% accountable for everything it makes.

Zebra OneCare Features-at-a-Glance

Choose the plan to fit your business and operational needs

Feature	Zebra OneCare™ Technical and Software Support (TSS) (No repair services)	Zebra OneCare™ SV (Special Value) ¹	Zebra OneCare™ Essential	Zebra OneCare™ Select	Zebra OneCare™ On-Site ²
Description	Standalone technical and software and security support	Right-priced protection for value tier devices	Complete assurance	Maximum protection	Service at your site
Maintenance plan term length	1, 3 or 5 years	2 or 3 years	3 or 5 years	3 or 5 years	1 or 2 years
Repair coverage ³		Functional failure and normal wear and tear affecting all internal components, including: motherboard, memory, WAN, camera and imager Option for Accidental Damage coverage for 10-20% of devices under contract ⁴	Fully comprehensive, includes accidental damage, functional failure and normal wear and tear, print head replacement, plus replacement device if beyond economical repair	Fully comprehensive, includes accidental damage, functional failure and normal wear and tear, print head replacement, including ‘like-new’ advance replacement device from Zebra spares pool	Fully comprehensive, includes accidental damage, functional failure and normal wear and tear, print head replacement, plus replacement device if beyond repair — at your site
Service Center Repair Turnaround Time (TAT) ⁵		5 business days from Zebra Service Center receipt	3 business days from Zebra Service Center receipt	Same Day shipment of ‘like-new’ replacement device ⁶	On-Site next-day or two-business-day technician on your site

Zebra OneCare Features-at-a-Glance (continued)

Choose the plan to fit your business and operational needs

Feature	Zebra OneCare™ Technical and Software Support (TSS) (No repair services)	Zebra OneCare™ SV (Special Value) ¹	Zebra OneCare™ Essential	Zebra OneCare™ Select	Zebra OneCare™ On-Site ²
Access to OS device software (OS updates)	Yes	Yes	Yes	Yes	Yes
Priority access to live-agent technical support	8x5, Monday-Friday	8x5, Monday-Friday	8x5, Monday-Friday	24/7	8x5, Monday-Friday
Self-help assistance via online portal 24x7	Yes	Yes	Yes	Yes	Yes
Standard Device Commissioning (Application Loading and Configuration Management)		Optional enhancement	Optional enhancement	Included	Optional enhancement
Cloud-based insight into repair reports and more with VisibilityIQ™ OneCare™ ⁷	Yes	Yes	Yes	Yes	
Return shipping ⁸		Ground shipping	Ground shipping	Expedited next-business day where available	
Device Diagnostic Service	Yes (mobile computers)	Yes (mobile computers)	Yes (mobile computers)	Yes (mobile computers)	Yes (mobile computers)
Accessories coverage		Limited coverage ⁹	Limited coverage ⁹	Limited coverage ⁹	Limited coverage ⁹
Print head			Yes	Yes	Yes

Zebra OneCare Available Enhancements

Feature	Zebra OneCare™ Technical and Software Support (TSS) (No repair services)	Zebra OneCare™ SV (Special Value) ¹	Zebra OneCare™ Essential	Zebra OneCare™ Select	Zebra OneCare™ On-Site ²
Battery Services					
Standard Battery Maintenance Service		Optional enhancement (mobile computers and printers)	Optional enhancement (mobile computers and printers)	Optional enhancement (mobile computers and printers)	Optional enhancement (mobile computers and printers)
Premium Battery Maintenance Service		Optional enhancement (mobile computers)	Optional enhancement (mobile computers)	Optional enhancement (mobile computers)	Optional enhancement (mobile computers)
Battery Refresh Service		Optional enhancement	Optional enhancement	Optional enhancement	Optional enhancement
Commissioning Services					
Standard Device Commissioning		Optional enhancement	Optional enhancement	Included	Optional enhancement
Advanced Device Commissioning		Optional enhancement	Optional enhancement	Optional enhancement	Optional enhancement
Shipping and Logistics ⁸					
Expedited Shipping		Optional enhancement	Optional enhancement	Optional enhancement	
Device Collection Service			Optional enhancement (mobile computers)	Optional enhancement (mobile computers)	
Expedited Collection and Expedited 2-Way Shipping⁸		Optional enhancement	Optional enhancement	Optional enhancement	
Visibility Services					
VisibilityIQ Foresight¹⁰		Optional service	Optional service	Optional service	Optional service

1. Available for value tier printers and mobile computers.
2. Limited availability for Zebra mobile computers. General availability for Industrial printers in US, UK/IE Belgium, Luxembourg and Netherlands.
3. Please refer to the Service Description Document (SDD) for further details or limitations.
4. Available on Mobile Computers. Protect up to 10% or 20% of devices under contract with accidental damage repair to cover all damages associated with cracked displays or broken housings.
5. From the time the device reaches the Zebra Service Center
6. Dependent upon replacement request inquiry prior to standard cut-off times per Service Description Document.
7. Available for Zebra Mobile Computers and Scanners. Cloud-based access to repair, technical support, contracts, LifeGuard™ reports and more.
8. Available for Mobile Computers.
9. Limited Coverage. Please refer to Service Description Document or the accessories matrix (https://www.zebra.com/content/dam/zebra_new_ia/en-us/support-and-downloads/general/Warranty/product-warranty-exceptions-list.pdf). Covered accessories are listed on the Accessories Applicability Matrix.
10. Available for Mobile Computers and Link-OS Printers.



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