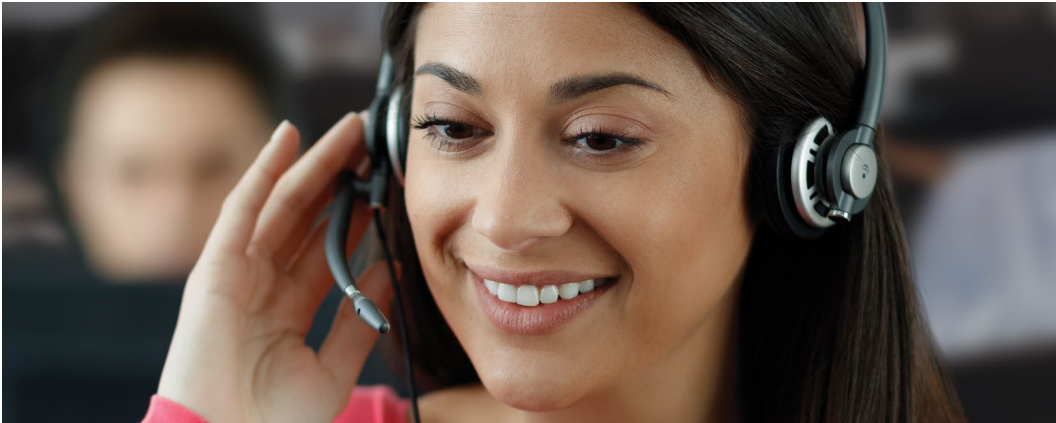


Zebra OneCare™ Essential and Select Maintenance Plans



Keeping Your Technology Running While You Run Your Business

You count on your Zebra devices and software to run your business and meet your customers' expectations. Unexpected failures that interrupt your workflows are out of the question. There's no time for downtime. Sidestep surprises with Zebra's flexible, right-for-you maintenance plans. Never one-size-fits-all, we offer a portfolio of customizable and personalized plans and enhancements to fit your needs, budget and urgency.

Two Core Plans to Give You Beyond-Warranty Protection

Part of a bigger family of maintenance plans, we created these two core plans as the go-to options that can meet the crucial day-to-day coverage and outcome protection of nearly any Zebra customer. Go beyond the warranty with top-to-bottom, inside-out, comprehensive and preventative care for your devices and the operational outcomes they support.

Zebra OneCare™ Essential

Core support with all-inclusive protection

- 8X5 live-agent phone support
- Three-day repair turn-arounds
- Software and security updates
- Cloud-based visibility into repair reports and more with VisibilityIQ™ OneCare™*

Zebra OneCare™ Select

Next-level support with advanced replacement and more

All the benefits of Essential, PLUS:

- 24/7 live-agent technical phone support
- Next-day, "like new" device replacement
- Pre-loaded with your settings, software, LifeGuard™ versions, apps and OS with included Standard Commissioning Service



If It's Broken, We Fix It

Going beyond hardware warranties that cover defects in workmanship and materials only, Zebra OneCare Essential and Select plans add coverage for normal wear and tear, comprehensive and accidental damage, and more. Complete coverage—from cracked displays or to worn out printheads or damaged platen rollers. When you need service, we make it fast and easy. Simply initiate a return request online through the Repair Order Portal. If a repair isn't possible, we'll replace it with a "like new" device instead. And for detailed visibility beyond repair, Zebra's included cloud-based VisibilityIQ™ OneCare™ dashboard provides insight into a series of technical support, contracts, LifeGuard™ Analytics, and additional repair metrics reports.*

Get Support Right from the Source

Who better to service your devices than the same people who built them? Rely on our knowledgeable technical support team to help you resolve virtually any issue and get back to business. Trust that your hardware repairs and software support needs are handled by Zebra-badged, trained experts and that devices will return up to spec, with the latest engineering changes, and back to conformance with standards like IP ratings. And, since our experts speak 17 languages, we can provide support in your local language in practically every corner of the world.

Keep Your Software and Firmware Up to Date

The base software package that ships with your Zebra device is updated regularly. Zebra software and Lifeguard for Android security updates are key to extending the life of your devices. A Zebra OneCare plan provides access to key software value adds and the latest LifeGuard for Android updates. And you can easily monitor your security posture by leveraging VisibilityIQ OneCare's LifeGuard Analytics report to see which of your devices need updates to keep them as secure as possible.

Ensure Security Throughout Your Device Lifecycle

Extend the security of your Zebra Android™ devices well beyond the typical three years of security support Google offers. Having a Zebra OneCare maintenance plan guarantees your devices have ongoing security support for the version of Android running in your organization and that you can prevent costly security risks. With LifeGuard™ for Android patches included in both core maintenance plans, you can keep your data protected and your business running smoothly—only available from Zebra.

*Available on Zebra barcode scanners and mobile computers

RMS (Scotland) Ltd
Unit 006 Etrick Riverside, Dunsdale Road, Selkirk, TD7 5EB, United Kingdom
<https://rmspos.co.uk/>
0800 138 0050

ZEBRA and the stylized Zebra head are trademarks of Zebra Technologies Corp., registered in many jurisdictions worldwide. All other trademarks are the property of their respective owners. ©2021 Zebra Technologies Corp. and/or its affiliates. 09/07/2021.

