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## **ZEBRACARE™ DEPOT SERVICE AGREEMENT FOR BARCODE PRINTERS PRICE LIST (ASIA PACIFIC)**

ZebraCare Depot Service Agreements provide the finest care and attention for your printer throughout the agreement period keeping your printers working at optimal performance and reducing the cost of printer downtime due to lost productivity. In addition, our agreements provide you with a cost-effective means to plan and budget your annual printer service needs.

### **SERVICE AGREEMENT FEATURES**

#### **ZebraCare Standard Coverage Option**

- All parts and labor (excluding printheads, accessories, and batteries)
- Required repair of nonfunctioning equipment
- Cleaning and Adjustment
- Complete preventative maintenance procedure at no additional cost
- Return shipping at no cost<sup>^</sup>
- **5 days turnaround time\*** from date of receipt
- Assures optimum performance

#### **ZebraCare Comprehensive Coverage Option**

- **Enhanced coverage** include **printhead coverage & physical damage**
- Eliminates unexpected charges for repairs not covered under the standard agreement
- See table below for a comparison between standard and comprehensive coverage

Components	Symptoms	ZebraCare Standard Coverage	ZebraCare Comprehensive Coverage
Internal Parts	Failure, loose, normal wear	Covered	Covered
Radio	Failure, loose	Covered	Covered
ECO	Engineering Change Orders	Automatically Applied	Automatically Applied
Case	Dirty or scatched	Cleaned	Cleaned
	Cracked or Broken	Not covered	Covered
	Broken door latches/covers	Not covered	Covered
Displays	Malfunctioning, missing pixels, missing lines, loosing contrast	Covered	Covered
	Cracked or Broken	Not covered	Covered
Electrical/Main Logic Board	Failure, loose	Covered	Covered
Keypads	Worn, malfunctioning	Covered	Covered
	Missing, scratched	Not covered	Covered
Platen Roller	Normal wear	Covered	Covered
	Cut, damaged	Not covered	Covered
Printhead	Failure	Not covered	Covered
	Scratched or worn	Not covered	Covered
Belt Clip	Cracked or Broken	Not covered	Covered
Batteries	Battery capacity degradation	Not covered	Not covered

*Covered items will be restored, repaired or replaced. Accessory items such as edge guides, chargers, straps and soft cases are not covered under ZebraCare maintenance agreement. This table only provides examples of items covered under an agreement with comprehensive coverage. Please refer to the ZebraCare terms and conditions for coverage details.*