



ZEBRA *OneCare* SELECT Support Services for Enterprise Products

Service Description Document

V1.0 June 8, 2015

Introduction

This document describes the Services provided by Zebra under **Zebra OneCare Select** Service Contracts and **Service Center Select** Service Contracts. **Zebra OneCare Select** Service Contracts are purchased with Products or within 30 days of Product purchase. **Service Center Select** Service Contracts are purchased after 30 days of Product purchase. This document also describes Customer responsibilities under these Service Contracts, and Service Limitations and Restrictions.

Under these Service Contracts, Zebra provides Help Desk, repair, logistics and other technical services as specified in this document. These services are carried out within Zebra operated or supervised service centers that employ the same test processes and fixtures used in the manufacture of the Products. These Service Contracts are available using part numbers following the SKU nomenclature: **SSS- or SCS-**.

Zebra supplies this Service Description Document as part of the Support Services Contract Welcome Pack, which includes:-

- Welcome Letter
- Order Acknowledgement and Service Confirmation, including Service Contract Number
- Customer Support Instructions

1. Description of Help Desk Services

1.1. Help Desk Support: Contact details for Customers to call, email or go online for technical support (“**Help Desk**”) can be found inside the Customer Support Instructions. Zebra will provide Help Desk support during the following business hours (excluding Zebra-observed holidays):

1.1.1.North America (NA) and Latin America (LA): Monday–Friday 8 am to 8 pm (EST)

1.1.2.Europe, the Middle East and Africa (EMEA): Monday–Friday 8 am to 7 pm (CET)

1.1.3.Asia Pacific (APAC): Monday–Friday 8 am to 6 pm (Australian EST)

Zebra’s target Level 1 Response Time is four (4) hours from call receipt. Telephone calls will be recorded for quality and training purposes, where permitted under local law. Note: Where Zebra provides existing or alternative Help Desk support to Customer for specific Products (for example, WLAN), the terms of that existing or alternative support will continue to apply to those Products.

1.2. Escalation: When a technical inquiry cannot be resolved in Level 1, Zebra will follow its established escalation procedures to enlist higher levels of expertise — including Zebra and third-party engineering development teams.

1.3. 24/7 Telephone Help Desk Support: During non-standard business hours access to Level 1 support is available in English only. Help Desk representatives will help with opening a support case, complete Level 1 triage, and determine best course of action. If Customer’s support case demands escalation, it will be addressed during normal business hours within Customer region.

1.4. Problem Isolation, Analysis and Resolution. A Help Desk representative will:



- 1.4.1. Help with filling out a case report;
- 1.4.2. Assess the nature of the problem;
- 1.4.3. Solicit Customer to activate the Device Diagnostic Tool (as available / applicable);
- 1.4.4. Assist with/perform problem determination;
- 1.4.5. Work to achieve problem resolution;
- 1.4.6. Should no resolution be found, Zebra Help Desk may create an RMA on behalf of the Customer to initiate a repair and replacement (Section 2).
- 1.5. **Device Diagnostic Service:** Zebra provides access to the Device Diagnostic Tool, which is an application that runs on supported Zebra Mobile Computers. Where appropriate, Zebra Help Desk will use the Tool for troubleshooting device issues. Customer may download the Device Diagnostic Tool from the Zebra Technologies Enterprise Support Portal ("Support Portal") at <https://portal.zebra.com/Support/US-EN> (described in item 3.3). Go to Software Downloads, Mobile Computers and Developer Kits and Software Tools. Up-to-date staging barcodes and application installation files, and User Manuals are available with the Tool. Log in using the Contract number or other credentials supplied in the Customer Support Instructions. The Tool may be downloaded to Mobile Computers covered under Service Contract with Zebra. Customer must accept Zebra's End User License Agreement prior to download. Zebra provides Help Desk support for the Device Diagnostic Tool and may require Customer to download the latest version as made available.
- 1.6. **Software Support Coverage:** Zebra provides Help Desk support for Software, excluding custom software applications, modifications and Customer configurations.
- 1.7. **Access to Latest Software.** Help Desk may require Customer to download latest Software as made available under the terms specified in item 5.17. Software is delivered in machine-readable format with appropriate documentation and should be used under the relevant End User Level Agreement (EULA).

2. Description of Replacement and Repair Services

- 2.1. **Request for Return Material Authorization (RMA) and Replacement Product:** An RMA is required to authorize Customer to return a malfunctioning Product to the Zebra service center for repair and trigger the shipment of a replacement Product by Zebra. Customer requests RMA using the contact details found inside the Customer Support Instructions and at the RMA Portal at <https://www.zebra.com/us/en/support-downloads/request-repair.html>. Zebra will either return or dispose of Products received without a valid RMA form.
- 2.2. **Zebra OneCare Select process for the supply of Replacement Products:** Zebra provides replacements for malfunctioning Zebra Products that require repair and have an RMA assigned.
 - 2.2.1. In NA, APAC and EMEA, Zebra ships replacement Products on receipt of the RMA request on the same day that the request was made, subject to the cut-off times in item 2.3.
 - 2.2.2. In LA, where the Service is available, Zebra ships replacement Products within 24 hours after the malfunctioning Product is received in Zebra service center, subject to the cut-off times in item 2.3.
 - 2.2.3. Zebra ships Products for next-business-day delivery if and where this option is provided by Zebra's carriers, and will bear all costs and risks associated with this transportation. When a next-business-day option is not provided, Zebra uses ground shipment or ships replacement Products via Customer-designated carrier and method, charged to Customer's account. Check with Zebra Customer Service Representative for availability.

Note: Zebra makes reasonable endeavors to ship the number of replacement Products that were requested. If Customer batches RMAs in quantity, there may be a delay in the shipment of all replacements. Zebra makes reasonable endeavors to keep customer informed of such delays.
- 2.3. **Cut-off times in NA and Asia-Pacific:** The following table shows the cut-off times by which time the RMA request must be received by Zebra in order for the replacement Product to ship that same day for next day delivery (where available). For other regions, please consult with Zebra Customer Services Representative.

| Region | Support Days | Cut off time |
|---------------|-----------------|--------------------|
| North America | Monday – Friday | 6 pm (EST) |
| Asia-Pacific | Monday – Friday | 12 pm (local time) |

- 2.4. **Cut-off times in Mexico:** The following table shows the cut-off times by which time the malfunctioning Product must be received in the Zebra service center in order for the replacement Product to ship within 24 hours. For other LA regions, please consult with Zebra Customer Services Representative.



| Region | Support Days | Cut off time |
|--------|-----------------|--------------|
| Mexico | Monday – Friday | 3 pm (EST) |

2.5. Cut-off times in EMEA: The following table shows the cut-off times by which time the RMA request must be received by Zebra in order for the replacement Product to ship on the same day for next day delivery (where available), or the next available Shipping Day, which are the working days for our Replacement Product shipping operation. For other regions, please consult with Zebra Customer Services Representative.

| Region | Cut off time for RMA Request (Monday - Friday) | | Shipping days |
|-------------------------|--|-------------------|-------------------|
| | (Winter, CET) | (Summer, CET) | |
| EU, EFTA | 12:00 PM | 12:00 PM | Monday – Friday |
| United Arab Emirates | 11:00 AM | 11:00 AM | Sunday – Thursday |
| Saudi Arabia | 11:00 AM | 11:00 AM | Sunday – Thursday |
| Russian Federation | 9:00 AM | 10:00 AM | Monday – Friday |
| Ukraine | 10:00 AM | 11:00 AM | Monday – Friday |
| Turkey | 10:00 AM | 10:00 AM | Monday – Friday |
| Israel | Next business day | Next business day | Sunday – Thursday |
| South Africa | 1:00 PM | 2:00 PM | Monday – Friday |
| Kenya, Tanzania, Uganda | 3:00 PM | 4:00 PM | Monday – Friday |

2.6 Return shipping: In NA only, Zebra supplies a prepaid shipping label with the replacement Product. Customer may use this shipping label to return the malfunctioning Product to the Zebra service center.

2.7 Spare Pool: Represents the set of Products that either a Customer procures and provides to Zebra to manage or is owned and managed by Zebra, and from which Zebra ships out replacement Products.

2.7.1 Zebra receives and repairs malfunctioning Products that the Customer has sent to the service center under RMA. Zebra returns repaired Products to the Customer-owned or Zebra-owned spare pool, depending on the region.

2.7.2 The following table indicates ownership of the spare pool, which depends on the region and Product family supported. The Repair Services Dashboard as described in item 3.2 provides further details on spare pool management metrics.

| Device Family | North America | EMEA, LA and APAC |
|---|----------------------------------|-------------------------------|
| Mobile Computers | Customer Procures, Zebra Manages | Zebra Procures, Zebra Manages |
| Data Capture Solutions, RFID and WLAN Equipment | Zebra Procures, Zebra Manages | Zebra Procures, Zebra Manages |

2.8. Comprehensive Coverage under Zebra OneCare Select Service Contracts: Under **Zebra OneCare Select** (SSS-, purchased within 30 days of Product purchase) Zebra will repair, restore or replace Products which are affected by functional failure, wear and tear during normal use or accidental damage. Specific examples of items included under Comprehensive Coverage include restoring, repairing or replacing items affected by accidental damage:

2.8.1. Cracked or broken housings, plastics, displays, touch screen/digitizers, keyboards/keypads;

2.8.2. Broken or missing scan triggers, exit windows, and accessories that include styluses, hand straps, screen protectors, battery doors, as applicable.

Note: Batteries are not included under Comprehensive Coverage unless a Battery Option is purchased (items 4.1 and 4.2).



- 2.9 Coverage under Zebra OneCare Service Center Select contracts: Service Center Select (SCS-**, purchased anytime after 30 days of Product purchase) does not include Comprehensive Coverage. Under **Service Center Select**, Zebra will repair, restore or replace Products which are affected by functional failure, and wear and tear during normal use. Repairs to Products affected by accidental damage are not included. Customer may upgrade the Service Center Select contract to include Comprehensive Coverage. See the Limitations and Restrictions for this feature in 6.4.
- 2.10 Return of Devices to default factory condition:** Repaired Products will be delivered in their factory default condition. Mobile Computers will be returned in their factory default condition loaded with the most recent version of the Software. Under the Commissioning Service, Zebra will return Mobile Computers configured to the Customer's specification (items 3.1 and 5.9).

3. Description of Other Services included in the Select Service Contract

- 3.1. Commissioning Service (available in NA, selected countries in EMEA and Australia/New Zealand):** Zebra provides Application Loading and Configuration Management for Mobile Computers as follows:
- 3.1.1. Under Application Loading, Zebra archives and reloads Customer-developed applications onto replacement Products.
- 3.1.2. Under Configuration Management, Zebra loads site-specific information, such as IP addresses, onto replacement Products.
- Note:** Commissioning Service requires a minimum of 20 Products of a single Product Configuration under Contract. The replacement process is subject to delay when a third party (non-Zebra) software license is required.
- 3.2. Repair Services Dashboards:** Zebra provides a configurable web-based tool that enables a series of reports that analyze repair, replacement and Help Desk status for Products under Contract. Available on supply of all necessary information for set up. Logins and Passwords will be configured so Customer associates can access these reports. **Note:** The process to upload all relevant data for the Dashboard to go-live, will take up to six weeks from receipt of all necessary information. Repair Service Dashboards may not be available in all regions. Contact your Zebra services representative to confirm availability in your region. Onboarding forms are available from the Zebra OneCare site, at www.zebra.com >Services >Support Services.
- 3.3. Web Support:** The Support Portal, at <https://portal.zebra.com/Support/US-EN>, provides a series of regularly published information related to current errors and workarounds. This site may also provide information about future Software Updates (see item 5.17) and related products, as well as access to Software documentation, specifications, technical literature and more. Zebra reserves the right to modify or discontinue all or part of its Support Portal at any time.
- 3.4. MP6xxx Post Repair Calibration:** Zebra's service center will repair and test that scales Products meet applicable manufactured tolerances. Customer is responsible for following the applicable national legislation requirements for calibration/verification of scales prior to placing in trade. Installation must be carried out by approved personnel with relevant Product training as well as country-specific legal metrology approvals. Verification of scales and methods of registration are to be followed as "Nationally" and or "Locally" prescribed prior to placing in trade.
- 3.5. Wireless Switch Port Key Licenses.** When applicable, Zebra will implement a Customer's port key licenses and the currently released version of Software on the replacement Product prior to shipment.
- 3.6. User Assessment:** Customer may complete a series of multiple choice web-based surveys at the Support Portal. These surveys are customized per Product family, to test knowledge and understanding of Zebra's Products, technology and solutions. Upon completion of the online questionnaire, Zebra will provide a report with an identification of any potential knowledge gaps and recommendations on learning solutions to drive user adoption and productivity.

4. Service Options

In addition to the Services described in Sections 1-3, the **Zebra OneCare Select** and **Service Center** Contracts include the following optional services. These optional services are not applicable to all Zebra Products. Customer may go to the Support Portal to identify applicable Products. Options cannot be purchased without a concurrent **Zebra OneCare Select** or **Service Center Select** Support Service Contract. Customer may choose to add one or more optional services when placing an order. Zebra's order acknowledgement will indicate which services are included in the Contract.



- 4.1. **Battery Maintenance Option:** When chosen, extends Comprehensive Coverage (see item 2.6) to Customer's Zebra batteries. Customer returns Mobile Computer with batteries or batteries alone under RMA, following the standard process (item 5.2). Zebra will test all batteries and supply replacements for those batteries that cannot reach a minimum 80% charge while being tested.
- 4.1.1. The Battery Maintenance option is available in two levels. For each option, Zebra provides a spare pool of batteries, and stores, secures and tracks batteries in the spare pool.
- 4.1.1.1. The Premium option provides for an unlimited quantity of new batteries. Zebra will replenish the spare pool, as needed, for the length of the Contract.
- 4.1.1.2. The Standard option provides for one new battery per Mobile Computer under Contract. The quantity of batteries in the spare pool will be limited to the number of Mobile Computers under Contract. Zebra will continue to provide battery testing for Customer after the spare pool has been exhausted, for the remainder of the Service Contract term.
- 4.1.2. Should Customer request battery replacements, under the Premium option, that at its sole discretion Zebra deems excessive, Zebra may audit Customer's battery management processes. Where applicable, Zebra will help Customer implement recommended battery management processes. If the Customer's usage is still deemed to be excessive, Zebra reserves the right to invoice for any support charges necessary, suspend support or take other action as it deems appropriate.
- 4.1.3. Defective Batteries: Zebra identifies batteries that do not achieve 80% of their rated capacity as Defective, and disposes of such batteries following Zebra's environmental policies.

Part number format:

- for Premium Option with Standard Life Batteries: OPT-MC##-BTMT1X-, OPT-MC##-BATMNT-
- for Premium Option with Extended Life Batteries: OPT-MC##-BATMNT-30, OPT-MC##-BTMT2X-
- for Standard Option with Standard Life Batteries : OPT-MC##-STBT-30, OPT-MC##-STBT1X-
- for Standard Option with Extended Life Batteries: OPT-MCXX-STBT2X-, OPT-MC##-STBT-30

Note: Extended Life Batteries are not available for all models of Mobile Computer.

- 4.2. **Battery Refresh Option:** When chosen, provides for a single consolidated shipment of replacement batteries, of type specified by the part number ordered for each Product, to be made to a single Customer-designated location.
- 4.2.1. Customer is entitled to receive, per Product under Contract:
- 4.2.1.1. One new battery in month eighteen (18) of a 3 year Contract
- 4.2.1.2. One new battery in month eighteen (18) and a second new battery in month thirty six (36) of a five (5) year Contract
- 4.2.1.3. One new battery within sixteen (16) weeks of the Contract start date of a two (2) year **Zebra OneCare Select** or **Service Center Select** Service Contract renewal. **Note:** Due to manufacturing lead times there may be occurrences when the shipments of batteries will take longer than the specified sixteen (16) weeks.
- 4.2.2. In the event Customer requires replacement batteries prior to the above timeline, Zebra will require up to 16 weeks advanced notice to deliver on time. Please note that lead times may vary and, while Zebra will endeavor to meet the earlier shipment dates requested, the actual delivery date(s) will be confirmed by Zebra once an early delivery instruction is received from the Customer.

Part Number format:

- for Battery Refresh with Standard Life Batteries: OPT-MC##XXBR-SB-#0
- for Battery Refresh with Extended Life Batteries: OPT-MC##XXBR-EB-#0
- for Renewal of Battery Replacement Option with Standard Battery: OPT-MC##XXBR-SB-2R
- for Renewal of Battery Replacement Option with Extended Battery: OPT-MC##XXBR-EB-2R

- 4.3. **Collection Option for Industrial Mobile Computers (formerly Psion) (available in NA and selected countries within EU only):** When chosen, provides collection of malfunctioning Products and delivery to Zebra service center. Customer requests an RMA via the RMA Portal and arranges for a courier pick-up. When an RMA is raised prior to the defined cut-off time given in accordance with the location, the Product will be collected the same or next local business day. Zebra arranges transport, bears shipping costs and risks. Check for availability of the Collection service with Zebra Service representative.

Part number formats: OPT-CL-xxxx-10, OPT-CL-xxxx-20, OPT-CL-xxxx-30

5. Customer Responsibilities

- 5.1. **Service Contract Booking Process:** Zebra requires the following information to complete the booking process of the Service Contract and / or to deliver Services.
 - 5.1.1. Complete list, in electronic format, of serial numbers of all Products to be covered under the Service Contract;
 - 5.1.2. Complete list, in electronic format, of serial numbers of all cradles and accessories to be covered under the Service Contract;
 - 5.1.3. Name and email address of contact for Contract renewal notifications;
 - 5.1.4. Completion and submission of the on-boarding form for access to the Repair Services Dashboard (available from the Zebra OneCare site, at www.zebra.com >Services >Support Services)
 - 5.1.5. Name and email address of contact who will receive regular Activity and Missing Unit reports (NA only);
 - 5.1.6. Where applicable, Commissioning details (item 3.1).
- 5.2. **Repair ('RMA') Request.** Prior to returning Products for repair, Customer must request a Return Material Authorization ('RMA') number. Customer requests RMA using the contact details found inside the Customer Support Instructions and at the RMA Portal at <https://www.zebra.com/us/en/support-downloads/request-repair.html>. Zebra will either return or dispose of Products received without a valid RMA form.
- 5.3. **Spare Pool Management and Replenishment for Mobile Computers in North America:**
 - 5.3.1. Under these Service Contracts, Customer must provide a pool of spare Products (ten) 10 business days prior to the commencement of the Service. The minimum recommended number of spares is of 5% (five percent) of the number of Products under **Zebra OneCare Select** Service Contract.
 - 5.3.2. Customer must purchase and provide Products to replenish the spare pool, as needed, based on 'Activity and Missing Unit' reports supplied by Zebra.
 - 5.3.3. If Customer allows the spares pool to deplete by not returning malfunctioning Products or by not replenishing the spare pool within an appropriate time period, Zebra will not be held responsible for failure to provide Product replacements.
- 5.4. **Spare Pool Management and Replenishment for Scanners, RFID and WLAN in North America:**
 - 5.4.1. Under these Service Contracts, Zebra supplies and manages the spares pool for replacements.
 - 5.4.2. Customer must return all malfunctioning products within 30 days from receipt of replacement Product to the designated Zebra service center.
 - 5.4.3. If malfunctioning Products are not received by Zebra within 30 days of shipment of replacement Products, Zebra may, at its sole discretion, take action, including issuance of an invoice for the Product at the current list price or suspension of the Service.
- 5.5. **Spare Pool Management and Replenishment for all Products in EMEA, APAC, LATAM:**
 - 5.5.1. Under these Service Contracts, Zebra supplies and manages the spares pool for Product replacement.
 - 5.5.2. Customer must return all malfunctioning Products within 30 days from receipt of replacement Product to the designated Zebra service center.
 - 5.5.3. If malfunctioning Products are not received by Zebra within 30 days of shipment of replacement Products, Zebra may, at its sole discretion, take action, including issuance of an invoice for the Product at the current list price or suspension of the Service.
- 5.6. **Cut off time for same day shipment of replacement units in NA, APAC and EMEA:** Customer requests an RMA within the designated time to have replacement Products dispatched to the specified location on the day that the RMA is opened (excludes Zebra-observed holidays) for next-business-day delivery where available. For cut-off times see item 2.3.
- 5.7. **Packaging:** Customer must package all items to normal commercial standards. Customer must also ensure the RMA number is clearly visible on the outside of the package. Customer may be liable for repair costs if Product is damaged during transit due to poor packaging.
- 5.8. **Transportation:** If Products are shipped via Customer-designated carrier and method, Customer bears all costs and risks associated with this transportation.
- 5.9. **Commissioning Service (available in NA and selected countries in EMEA):** Customer provides the following materials to Zebra:
 - 5.9.1. **Application Loading:** Customer provides Zebra with software applications and all necessary components to load and configure the Product, and installation instructions, at a minimum of 10 (ten) business days prior to the commencement of the Service. Customer provides updates and/or revisions as they are made available during the term of this Service.



- 5.9.2. **Configuration Management:** Customer provides all site-specific information, including IP addresses, software configurations and port key licenses, at a minimum of 10 (ten) business days prior to the commencement of the Service. Customer provides updates and/or revisions as they are made available during the term of this Service.
- 5.10. **RMA request process for use under Battery Maintenance Option:** When Battery Maintenance Option is chosen, Customer may, under RMA, send malfunctioning batteries to the Zebra service center without Mobile Computers. In these cases, Customer requests an RMA and provides the Mobile Computer serial numbers associated with the batteries which are being returned.
- 5.11. **RMA request process for replacement of accessories:** Under **Zebra OneCare Essential** Contracts, Customer may request replacements to lost or damaged accessories. When requesting an RMA, Customer uses part number and/or description of required accessories. If the RMA is initiated through the RMA Portal (see item 5.2), Customer includes this information in the free text comment field. Replacement accessories cannot be requested standalone but only together with malfunctioning Product that is under RMA. Check Applicability Matrix on the Support Portal for the list of applicable of accessories by Product.
- 5.12. **RMA request process for replacement of Battery Door:** Customer must indicate whether a standard life (1X) or extended life (2X) battery door is required when requesting a replacement battery door for applicable products (MC30XX, MC70XX). If this is not specified, Zebra will ship a battery door as indicated by the Product model configuration bill of material as the default replacement part.
- 5.13. **Wide Area Network (WAN) Activation:** Customer is responsible for activating WAN-enabled devices with its WAN provider.
- 5.14. **Error Reporting:** Customer promptly reports in detail all detected errors to Zebra Help Desk. Customer co-operates with Zebra Help Desk to recreate and diagnose each error.
- 5.15. **Remote Access:** If required for complete diagnosis or remedy, Customer will allow for remote system access.
- 5.16. **Registration.** Customer registers with the Support Portal to obtain login access prior to requesting Software downloads from Zebra. Requests to download latest Software are completed by submitting the "Request Download" form on the Support Portal.
- 5.17. **Installation of Latest Software.** Customer downloads and deploys latest releases of applicable Software from the Support Portal in a timely and effective manner for all Customer Products.
- 5.18. **Hardware upgrade:** Newer releases of Software may require Customer to upgrade Product hardware.
- 5.19. **Supervision of Software.** Customer supervises, distributes and manages the use of the Software on Customer's Products. Customer must implement procedures for protecting its personal and corporate information and backup facilities from unauthorized access.
- 5.20. **Compliance with Terms of Contract.** Customer agrees to download, copy or deploy only those Software Releases for which it has received explicit approval from Zebra to obtain from the Support Portal. This entitlement is granted only for the specific serial numbers of the Products covered by Contract, and does not include rights to provide copies, transfer or otherwise distribute any release of the Software to any other product or any third party. If Customer is found in noncompliance with this condition, Zebra reserves the right to invoice for any support charges necessary to obtain compliance, discontinue support or take other action as it deems appropriate. Zebra reserves the right to audit Customer records using an independent third-party auditor to verify compliance.
- 5.21. **Compliance with License Terms.** Customer is responsible for complying and or ensuring that the End User Customer complies (as the case may be) with the terms of all relevant End User License Agreements pertaining to the Software. Zebra reserves the right to suspend Service or take further action if the Customer (or End User Customer) is found in violation of such End User License Agreements.

6. Limitations and Restrictions

- 6.1. Not all features or options available under **Zebra OneCare Select** are applicable to all Products in all Regions. Go to the Support Portal for the Product and Region Applicability Matrices.
- 6.2. The Service does not cover cosmetic imperfections on external plastics that do not affect the functionality of the Product.
- 6.3. Once a Product has been declared End of Life (EOL) by Zebra, there may be an impact to the Service. Zebra will make reasonable efforts to reduce its impact and keep Customer informed.
- 6.4. Zebra is not obligated to provide support for any Product:
- 6.4.1. That has not been repaired, tampered with, altered or modified, except by Zebra's authorized service personnel (including the unauthorized installation of any software).



- 6.4.2. That has been subjected to unusual physical or electrical stress, abuse, or forces or exposure beyond normal use within the specified operational and environmental parameters set forth in the applicable Product specification.
- 6.4.3. That fails to be updated to the latest Software version made available.
- 6.4.4. If Customer fails to comply with the obligations contained in the Agreement and/or the applicable End User License Agreement.
- 6.5. **Service Center Select (SCS-)** does not include Comprehensive Coverage. Under this Service Contract, Zebra reserves the right to invoice for any support charges that are necessary in order to replace or repair Products that are affected by accidental damage, to suspend support and to take other action as it deems appropriate. Charges may be necessary for the following activities:
 - 6.5.1. Replacement of consumable parts or accessories, as defined by product.
 - 6.5.2. Repair of problems caused by natural or manmade disasters, including but not limited to fire, theft and floods that would cause internal and external component damage or destruction
 - 6.5.3. Repair of problems caused by third parties' accessories or peripherals not approved in writing by Zebra for use with the Product
 - 6.5.4. Repair of problems caused by using the Product outside of its operational or environmental specifications, or repaired by a third party.
 - 6.5.5. Repair of problems caused by unauthorized alterations or attempted repair.
 - 6.5.6. Non-remedial work, including but not limited to administration and operator procedures, reprogramming, and operator or user training.
 - 6.5.7. Problem determination and/or work performed to repair or resolve issues with non-covered products, for example, any hardware or software products not specifically listed on the Service order form.
 - 6.5.8. Performance of any file backup or restoration processes other than as part of the Commissioning Service (if applicable).
 - 6.5.9. Completion and test of incomplete application programming or system integration if not performed by Zebra and not specifically listed as covered.
 - 6.5.10. Use of Software Releases except as provided for in this Service Description Document.
- 6.6. The provision of an operating system version upgrade is not included under this Service Contract. Customer may purchase such an upgrade separately. Zebra recommends that the Customer's Products are covered by a Contract when Customer is purchasing an operating system upgrade for such Products.
- 6.7. No Trouble Found (NTF). Under **Zebra OneCare Select**, Zebra reserves the right to monitor NTF returns from Customer.
 - 6.7.1. If the NTF rate is greater than 10% of the total returns from a Customer per calendar quarter across all Customer's deployed Products, Zebra will work with Customer to identify the reasons for such excessive NTF and will establish an action plan aimed at reducing the NTF rate to under a 10% threshold ("NTF Threshold").
 - 6.7.2. Should Customer fail to implement the action plan and/or fail to reduce the NTF rate to the NTF Threshold, Zebra reserves the right to charge Customer for servicing the Products at or above the NTF Threshold, based on Zebra's prevailing time and material charges, discontinue support, or take other action as it deems appropriate. Zebra will review the rate of Customer's returned NTF units at the point of contract expiry. The price for Service Renewal will be impacted if the rate is above the NTF Threshold.
- 6.8. Accidental Damage: Under **Zebra OneCare Select**, Zebra reserves the right to monitor the rate of Products returned for repair, which are affected by accidental damage (as described in item 2.6).
 - 6.8.1. If the rate is greater than 20% of the total returns from Customer per calendar quarter across all Customers deployed Products, Zebra will work with Customer to identify the reasons for such excessive accidentally damaged Products and will establish an action plan aimed at reducing the rate to under a 20% threshold (the "Excessive Damage Threshold").
 - 6.8.2. Should Customer fail to implement the action plan and/or fail to reduce the accidentally damaged Products to below the Excessive Damage Threshold within the following calendar quarter, Zebra reserves the right to invoice Customer for any support charges necessary, based on Zebra's prevailing charges, discontinue support, or take other action as it deems appropriate. Zebra will review the rate of Customer's accidentally damaged returned Products at the point of Contract expiry. The price for Service renewal will be impacted if the rate is above the Excessive Damage Threshold.
 - 6.8.3. Notwithstanding that the Customer has not reached the Excessive Damage threshold, where ongoing "accidental damage" is deemed by Zebra to be excessive, systemic or the result of Product mishandling, Customer may be subject to an audit. Customer will incur a repair charge at Zebra's



- discretion and prevailing charges for Products deemed by Zebra to have been damaged through improper handling, carelessness or reckless use.
- 6.9. Where Zebra deems that Customer requests for replacements to accessories (item 2.6) are excessive, systemic or the result of Product mishandling, Customer may be subject to an audit. Customer will incur a repair charge at Zebra's discretion and prevailing charges for accessories deemed by Zebra to have been damaged through improper handling, carelessness or reckless use.
 - 6.10. Customer must ensure the removal of SIM cards prior to shipping Products to Zebra for repair. Even though Zebra employs high security measures to best protect Customer equipment and confidential information stored at Zebra service centers (via Customer's SIM card or otherwise), Zebra does not guarantee the protection of Customer's SIM card and Customer's IP addresses, MAC addresses, software configurations, port key licenses, WEP keys, special configurations, security codes and any other information, including business or personal information (herein referred to as "Customer Confidential Information"). Zebra hereby disclaims any and all liability resulting from a failure to safeguard Customer Confidential Information.
 - 6.11. For the Battery Replacement and Battery Maintenance options, Customer cannot purchase partial coverage (for example, Customer cannot place one hundred (100) Products under a Contract and only cover fifty (50) of those Products under the Service).
 - 6.12. This Service does not include the activation of the WAN-enabled device on the Customer's WAN provider's network. If the repair of a WAN-enabled device requires the replacement of the WAN radio, the Customer will need to activate the device on its WAN provider's network.
 - 6.13. This Service does not cover cosmetic imperfections on external plastics that do not affect the functionality of the Product.

7. General Definitions

The following terms definitions govern the scope of the Service described in this Service Description Document:

"Configuration": Specific parameters that define End-User Customer specific operational design that relies on the specific functionality of such products. Product configuration is variable and is driven by factors including but not limited to End-User Customer's site-specific information, WLAN or WWAN related parameters.

"Contract": The specific Contract, assigned a unique identification number, comprising the Order Acknowledgement, this Service Description Document and the Terms and Conditions.

"Customer": The entity purchasing the service from Zebra Technologies.

"EOL": EOL, or End of Life, is the date after which a Product is no longer manufactured.

"End-User Customer": The Customer or the ultimate end user of the Service (if different) whose Products are the object of the Service.

"Help Desk Level 1": Support provided on the first call/email/enquiry to the Help Desk. Help Desk representatives answer technical enquiries regarding Products, and provide problem diagnostics services for identifying problems and generic application faults, analysis, and where possible, problem resolution. Any unresolved issues are escalated to higher levels of expertise.

"Mobile Computer": Handheld enterprise-grade, multi-functional computer Product.

"Product(s)": The eligible Zebra equipment covered by the Contract.

"Response Time": The elapsed time between the initial request and the first response of the Zebra Help Desk representative, measured during the Support Days timeframe.

"RMA": Return Material Authorization, which is the process and associated form required to be completed in order to get an identification number that will be associated to the Product sent for repair.

"RMA Portal": The portal for making RMA requests, at <https://www.zebra.com/us/en/support-downloads/request-repair.html>.

"Service": The **Zebra OneCare Select** or **Service Center Select** service described in this Service Description Document.

"Software": Computer programs in machine-readable form included in the Product as shipped, which are essential to the functionality thereof as specifically stated in the published Product specifications.

"Support Days": The days of the week during which Zebra will provide help desk, repair, logistics and other technical services in each region as specified in this document (item 1.1).

"Support Portal": The Zebra Technologies Enterprise Support Portal at <https://portal.zebra.com/Support/US-EN>.



“Terms and Conditions”: The agreement in force between Zebra (or one of its affiliates) and the Customer governing the purchase of the Service, or in the absence of such agreement the regional Zebra standard terms and conditions of sale included with or referenced in Zebra’s order acknowledgement.

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