DATALOGIC
THE VISION IS YOURS

Security enabled

ABOUT DATALOGIC

Datalogic is a global leader in the automatic data capture and process automation markets, specialized in the design and production of bar code readers, mobile computers, sensors for detection, measurement and safety, RFID, vision and laser marking systems. Datalogic solutions help increase the efficiency and quality of processes in the Retail, Manufacturing, Transportation & Logistics and Healthcare industries, along the entire value chain.

Global industry leaders rely on Datalogic products, benefitting high customer service and innovative products offered for over 45 years.

Datalogic is headquartered in Bologna (Italy), employs approximately 2,700 staff worldwide, distributed in 30 countries, with manufacturing and repair facilities in the USA, Brazil, Italy, Slovakia, Hungary and Vietnam. In 2016 Datalogic had a turnover of 576.5 million Euro and invested over 50 million Euros in Research & Development, with a growing portfolio of over 1,200 patents in multiple jurisdictions.

Datalogic S.p.A. is listed in the STAR segment of the Italian Stock Exchange since 2001 as DAL.MI.

More information about Datalogic at www.datalogic.com

Straight to the Heart
of our Customers

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datalogic.com

EASEOFCARE SERVICE PROGRAMS

EASEOFCARE
Service Programs

DATALOGIC'S EASEOFCARE SERVICE PROGRAMS PROVIDE SUPERIOR LIFE-CYCLE SUPPORT TO ENSURE THAT PRODUCTS ARE ALWAYS OPERATING AT PEAK PERFORMANCE WHEN YOU NEED THEM THE MOST.

PROGRAMS

Service Programs can be easily ordered at the time of product purchase guaranteeing that units are covered 'out-of-the-box', eliminating wasted time with product registration or subsequent order processing. Maintenance coverage provides you with access to Datalogic's Support Team for easy product returns.
You can also use the convenient on-line RMA web service for processing and managing returns, or you can contact the Datalogic Support Desk directly.

The EASEOFCARE Service Programs provide you with the right choice to meet your service expectations. The Overnight Replacement Comprehensive program offers 'next business day product replacement' to minimize any downtime.

If serial number integrity is important for asset tracking, the 2-day Comprehensive program offers rapid repair turnaround time of the same unit and also covers accidental breakage. Or, if you want to upgrade product embedded warranty coverage, turnaround time and length, the 5-day program offers the alternative to do so. Finally, if total cost of ownership is critical for expense management, you can purchase multiple years of Service Programs at very economical prices. A variety of service programs are available to match your business requirements.

The EASEOFCARE Service Programs are managed by Datalogic, the same company that designed and manufactured your products, ensuring that you get the best service to protect your technology investment.

FEATURES

- ✦ 3 and 5-year options available at the time of product sale
- ✦ Extended range of coverage
- ✦ Fastest repair turnaround time
- ✦ Enhanced freight conditions
- ✦ Factory parts and procedures
- ✦ Selected factory upgrade
- ✦ On line **RMA**

PREVENTATIVE MAINTENANCE

OVERNIGHT COMPREHENSIVE

2 DAY COMPREHENSIVE

5 DAY

RISK MANAGEMENT

COST MANAGEMENT

EASEOFCARE 2-DAY COMPREHENSIVE (2 DAY)

- ✦ 2-Business Day Turnaround (Excluding Transit)*
- ✦ Normal Wear & Tear and Accidental Breakage coverage
- ✦ Factory Parts, Procedures and Selected Upgrades
- ✦ Wavelink Avalanche® and Terminal Emulation™ software maintenance for Mobile computers
- ✦ Both Ways Freight paid by Datalogic **
- ✦ 3 and 5 years Options at time of Sale + Renewals

* In some regions the repair turnaround is 5 days
** in some regions Datalogic pays only for outbound shipment
In some regions this program is not available

EASEOFCARE OVERNIGHT REPLACEMENT COMPREHENSIVE

- ✦ Next Day product replacement
- ✦ Spare pool owned and managed by Datalogic
- ✦ Normal Wear & Tear and Accidental Breakage coverage
- ✦ Factory Parts, Procedures and Selected Upgrades
- ✦ Wavelink Avalanche® and Terminal Emulation™ software maintenance for Mobile computers
- ✦ Both Ways Freight paid by Datalogic
- ✦ 3 and 5 years Options at time of Sale + Renewals

EASEOFCARE 5-DAY (5 DAY)

- ✦ 5-Business Day Turnaround (Excluding Transit)
- ✦ Defects in Materials and Normal Wear & Tear Coverage
- ✦ Factory Parts, Procedures and Selected Upgrades
- ✦ Wavelink Avalanche® and Terminal Emulation™ software maintenance for Mobile computers
- ✦ One Way Return Freight paid by Datalogic (Ground)
- ✦ 3 and 5 years Options at time of Sale + Renewals

EASEOFCARE PREVENTATIVE MAINTENANCE

The Datalogic Scheduled Preventative Maintenance (PM) Plan offers scheduled maintenance service calls to keep your equipment in peak operating condition.

- ✦ Bi/annual checkups on-site and certified statements of health
- ✦ Scheduled maintenance service calls to keep your equipment in peak operating condition
- ✦ Technical know-how for high technology solutions constantly up-to-date
- ✦ Internal technical staff training both for small maintenance and repair operations and correct system set-up restoration

EASEOFCARE SITE AUDIT PLAN OVERVIEW

The Datalogic Site Audit focuses beyond the basic operation of the scanning equipment.
By carefully analyzing all aspects of the systems, including material handling, environmental, and support mechanisms, Datalogic can identify opportunities to increase system performance, system uptime, and throughput maximization.

A Datalogic technician will arrive on site to validate the application, look for material handling issues, and provide feedback to the customer on recommendations to maximize their throughput.

EASEOFCARE TRAINING

The on-site system training provides informal, hands-on training of your personnel, including supervisors and users, by the Datalogic Training Department.
The training will include, among the others:

- ✦ Describing in detail operation of the scanner and associated equipment parameters
- ✦ Describing results of system component failures and required actions to return system to normal operation
- ✦ Using proper tools and safety precautions, replacing a malfunctioning component with an existing spare
- ✦ Explaining the procedure for saving/restoring a backup set of scanner parameters to/from a laptop

	STANDARD WARRANTY	5-DAY	2-DAY COMPREHENSIVE	OVERNIGHT REPLACEMENT COMPREHENSIVE	PREVENTIVE MAINTENANCE
Factory parts and procedures	✦	✦	✦	✦	✦
Selected factory upgrades	✦	✦	✦	✦	✦
COVERAGE					
Defects in material / workmanship	✦	✦	✦	✦	✦
Normal wear and tear		✦	✦	✦	✦
Comprehensive (accidental damages)			✦	✦	✦
TURNAROUND TIME					
10 Business days (typical)	✦				
5 Business days		✦			
2 Business days			✦		
Overnight replacement				✦	
24/48 Hr					✦
TRANSPORT					
One way ground (outbound)	✦	✦			
Two way express			✦		
Two way ground and express				✦	
LENGTH OF TIME					
Annual					✦
3 Year and 5 year from start		✦	✦	✦	
1-Year renewal (beyond contract or warranty period)		✦	✦	✦	✦