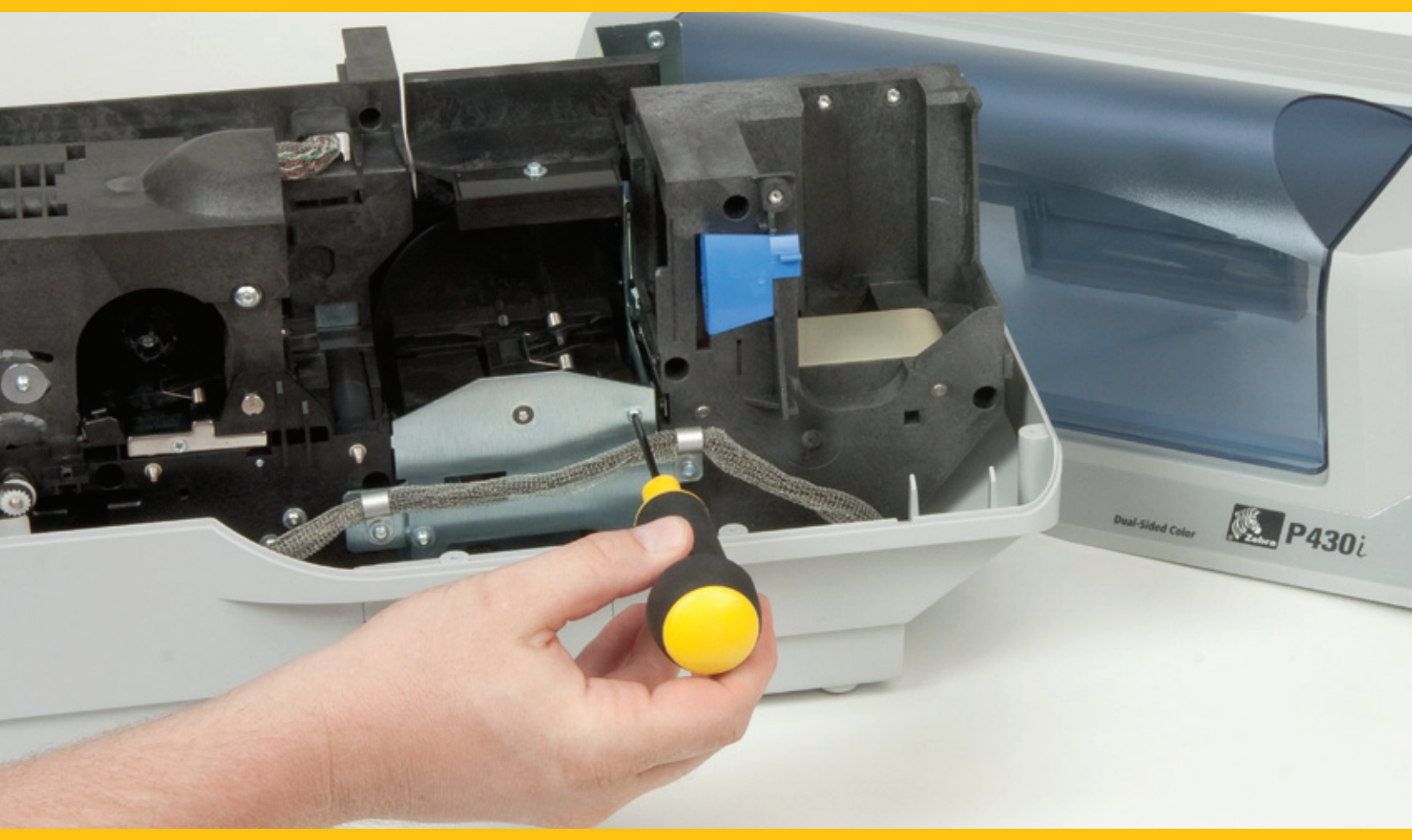


# ZebraCare™ Depot Service for Card Printers



Reduce the cost of printer downtime due to lost productivity and unbudgeted repair costs by selecting a ZebraCare Depot service agreement. ZebraCare service agreements allow you to:

- Plan and budget annual service needs.
  - » Downtime can cost 100 to 10,000 times more than a service contract.
  - » Purchase orders cost between \$40 and \$98 to create, manage, and fulfill, in addition to the dollar amount on the purchase order itself.
- Reduce the soft costs associated with out-of-service printers, and increase uptime.
- Choose the service option right for your company.

**ZebraCare™** *Depot*



# There When **You Need It**—



## **ZebraCare Depot Service Quality and Flexibility**

Your Zebra card printer is a crucial part of your business. That is why Zebra offers an array of maintenance and service programs designed to keep your card printer in proper working condition. You will have peace of mind in knowing that highly trained professionals using quality parts are servicing your card printer. And you get all of this at a competitive price.

No matter which program best fits your needs, you will have access to a wide range of benefits, including:

- Trained Product Experts
- Genuine Zebra™ Parts and Printheads
- Most Current Engineering Specifications
- Quick Response Times
- A Commitment to Quality and Continual Improvement

Keep reading for descriptions of Zebra's service options and see why there is no better alternative for the long-term life of your Zebra card printer.



# ZebraCare Depot Service Directly from Zebra

## 2 Agreement Options for Card Printers

### ZebraCare Depot *Standard*

ZebraCare Depot *Standard* service agreements cover all the labor and parts required to keep your card printers operating at the high performance levels you have come to expect from Zebra. All Zebra card printers returned for service under this agreement will receive a complete preventative maintenance procedure and will be returned to you at no additional cost.

#### Coverage Highlights

- All parts and labor (excluding printheads and accessories)
- Only genuine Zebra parts installed by factory-certified and -trained technicians
- Required repair of nonfunctioning equipment
- Cleaning and adjustment
- Complete preventative maintenance procedure at no cost
- Engineering changes (ECOs) are automatically applied, keeping your printer up to date
- 3- to 5-day lead time from date of receipt
- Return shipping via ground at no cost

### ZebraCare Depot *Advantage*

ZebraCare Advantage includes all the standard features with the addition of two-day or better turnaround on all corrective maintenance and FREE firmware upgrades upon request.

#### Comprehensive Coverage

- Available on all Zebra card printers
- Upgrades agreements to include printheads
- Includes repairs of product failure due to physical damage or abuse

### Additional Service Options:

#### Hot Swap Loaners Option (Sold Separately)

- Same-day overnight shipment of loaner printer
- Available as an add-on service to a Standard or Advantage ZebraCare Depot Card service agreement or the manufacturer's warranty
- Hot Swaps Loaners are available at no charge during the first year of manufacturer's standard warranty for the following printers: P100i™, P110i™, P120i™, P330i™, P430i™, and P520i™
- Hot Swaps Loaners for the ZXP Series 8™ printer is available at no charge during the first 2 years of manufacturer's standard warranty

#### Customized Service Options

Zebra understands that some of our customers may have special needs that are not covered under any of our standardized service offerings. If there is a requirement that is not covered, please contact your Zebra account representative to discuss the customized need.

**For more information**  
or assistance in selecting an agreement go to  
[www.zebra.com](http://www.zebra.com) or call +1 847 913 2259

# It's More Than Just Repairs... It's **ZebraCare Depot**

## Traditional Flexibility.

Flexible service options offer the right long-term service solution for your needs. Multi-year agreements are available for up to five years of warranty coverage.

## Reliable Quality.

Specially trained and certified Zebra technicians use only genuine new Zebra parts to guarantee exceptional service performance for your Zebra card printer.

## Easy and Cost-Effective Agreements.

Multi-level agreements and set pricing help you to easily select, budget, manage and renew the right agreement for your needs.

## Real Care. ZebraCare.

ZebraCare Depot Extended Warranty Service Agreements are designed to incorporate the same exacting standards as Zebra's card printers; ZebraCare customers enjoy the same commitment to reliable and trouble-free service for which Zebra is known.

## Easy to purchase. Easy to use. Easy to see why...

ZebraCare Depot delivers continued quality, security, and peace of mind. With specially trained and certified Zebra technicians and genuine new Zebra parts, there is no better service alternative for the long-term life of your Zebra card printer than a ZebraCare Depot Service Agreement.

## Special Care from ZebraCare

### Only from Zebra

- Trained Zebra product experts
- Always genuine Zebra parts
- Most current engineering standards
- Zebra quality and commitment to continuous improvement

### No-cost diagnostic and preventative maintenance, including:

- All parts and labor
- Printer returned to original factory specifications
- Engineering updates

### Extends useful life

- Offers upgradeable options
- Maximizes printer reliability and operating efficiency

### Guarantees overall savings and peace of mind

- Eliminates parts inventory
- Provides budgetary control

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#### Repair Locations

**USA:** Vernon Hills, Illinois **Canada:** Toronto **Europe:** United Kingdom, Netherlands **Asia Pacific:** China, Singapore **Latin America:** Mexico

#### Corporate Headquarters

+1 800 423 0442

**E-mail:** inquiry4@zebra.com

#### Asia-Pacific Headquarters

+65 6858 0722

**E-mail:** apacchannelmarketing@zebra.com

#### EMEA Headquarters

+44 (0)1628 556000

**E-mail:** mseurope@zebra.com

#### Latin America Headquarters

+1 847 955 2283

**E-mail:** inquiry4@zebra.com

#### Other Locations

**USA:** California, Georgia, Rhode Island, Texas, Wisconsin **Europe:** France, Germany, Italy, Netherlands, Poland, Spain, Sweden **Asia Pacific:** Australia, China, India, Japan, South Korea **Latin America:** Argentina, Brazil, Florida (USA), Mexico **Africa/Middle East:** Russia, South Africa, United Arab Emirates



www.zebra.com

GSA#: GS-35F-0268N  
P1029233 (7/10)

