

4.1 At-a-Glance: Warranty, Essential, Select and Premier Services for Mobile Computers, WLAN And Scanners

	WARRANTY	ESSENTIAL	SELECT	PREMIER
Term	Hardware 12 months *	3-5 years	3-5 years	3-5 years
Technical support	90 days (8x5)	8x5	24x7	Dedicated, 24x7
Online access to software releases	90 days	Included	Included	Included
Device diagnostics service	N/A	Included	Included	Advanced diagnostics and triage
Repair turnaround time	No commitment	3 business days from receipt in service centre	Same day shipment of replacement device	Same day shipment of replacement device
Comprehensive coverage	Repairs due to manufacturing defects and workmanship; wear and tear, accidental damage not covered	Comprehensive coverage, including functional failure, defects, normal wear and tear and accidental damage	Comprehensive coverage, including functional failure, defects, normal wear and tear and accidental damage	Comprehensive coverage, including functional failure, defects, normal wear and tear and accidental damage
Services dashboard (see section 4.4)	N/A	Optional	Included	Custom
Device commissioning (application loading and configuration management)	N/A	Optional	Included	Included
Spares pool management	N/A	N/A	Included	Included
Online Return Material Authorisation (RMA) support	Included	Included	Included	Included
Operational Visibility Service	N/A	Additional service	Additional service	Included
Collection	N/A	Optional for industrial mobile computers	Optional for industrial mobile computers	Optional for industrial mobile computers
In-country service logistics	Included	Included	Included	Included
On-site service**	N/A	Optional	Optional	Optional
Return shipping method	Regular shipment	Regular shipment	Next business day	Next business day
Battery maintenance	N/A	Optional	Optional	Optional
Battery refresh	N/A	Optional	Optional	Optional
Accessories coverage	N/A	N/A	Included	Included

Please note that services and service availability may differ by region. Please contact your Zebra sales representative for details.

* Accessories are the items supplied with the original hardware, including stylus, hand straps, screen protectors, battery doors but not batteries, cables or cradles.

** Check for availability in your region.

4.2 At-a-Glance: Warranty, Essential, Select and Premier Services for Printers

	WARRANTY	ESSENTIAL	SELECT	PREMIER ¹
Term	Hardware 12 months ³	3-5 years	3-5 years	Custom
Technical support ²	90 days (8x5)	Monday to Friday, 8.30am – 5.30pm local time ²	24x7 ¹	Dedicated, 24x7
Online access to software releases	90 days	OS updates and upgrades	OS updates and upgrades	OS updates and upgrades
Repair turnaround time	No commitment	5 business days from depot receipt	Same day shipment of replacement device	Same day
Comprehensive coverage, including print heads, normal wear and tear and accidental breakage	Repairs due to manufacturing defects and workmanship; wear and tear, accidental damage not	Included	Included	Included
Services dashboard	N/A	Future	Future	Future Custom
Device commissioning (application loading and configuration management) ¹	N/A	Optional ¹	Included ¹	Custom
Spares pool management	N/A	N/A	Included	Included
Online Return Material Authorisation (RMA) support ¹	Included	Included	Included	Included
Operational Visibility Service (OVS) ¹	N/A	Optional	Optional	Included
Return shipping method	Regular shipment	2-4 days	Expedited shipment	Same day
On-site service ¹	N/A	Optional	Optional	Custom
Battery maintenance and refresh services ¹	N/A	Optional ¹	Optional ¹	Custom

1: NOTE: Please check with Services and Service availability may differ by region. Please contact your Zebra sales representative for details and availability.

2: The hours of support are 08:30-17:30 Monday to Friday, though some local variations apply

3: Some products have different hardware warranty durations due to product type and market requirement.