

End Users' Frequently Asked Questions: ZebraCare™ Depot



Q. What is the advantage of purchasing a ZebraCare Depot service agreement?

A. ZebraCare Depot Service Agreements provide the finest care and attention for your printer service needs throughout the agreement period. In addition, our agreements provide you with a cost-effective means of planning and budgeting your annual printer service needs. The agreement also guarantees that your printers can be returned to Zebra's repair depot, where they receive the finest care from a Zebra factory-certified and -trained technician who will restore your printers to factory specifications.

Q. What service agreements are available through ZebraCare Depot?

A. Zebra offers three service levels:

- **ZebraCare Depot Standard**—The standard ZebraCare Depot package covers all labor and parts (excluding printheads, accessories, and batteries), cleaning and adjustment, and preventative maintenance at no additional cost—with a three-day turnaround. For mobile, desktop and kiosk service agreements, comprehensive coverage comes standard. Comprehensive includes unlimited printhead replacement, normal wear and tear, and all internal and external components, such as the LCD, media cover, gears, etc. Comprehensive is extra for tabletop and print engine service agreements.
- **ZebraCare Depot Advantage**—ZebraCare Depot Advantage includes all the features of the ZebraCare Depot Standard package PLUS next-day turnaround on all corrective maintenance.
- **ZebraCare Depot Advantage Plus**—With ZebraCare Depot Advantage Plus, Zebra will maintain a pool of up to 6 percent of your inventory at our facility for same-day exchange and free overnight shipping. Repaired units are returned to your inventory for future replenishment needs. Includes monthly activity reports.

Q. What's included in comprehensive coverage?

A. Comprehensive coverage comes standard with all mobile, desktop and kiosk ZebraCare agreements, and includes unlimited printhead replacement, normal wear and tear, and all internal and external components, such as the LCD, media cover, gears, etc.

** Comprehensive coverage can also be added to tabletop and print engine ZebraCare agreements.*

Q. What's the advantage of purchasing a ZebraCare Depot service agreement at the time of printer sale?

A. At the time of printer sale, there is up to a **15% price advantage** over purchasing it at a later date.

Q. How often will I be able to return my printer during the term of a service agreement?

A. An unlimited number of times! We don't expect many problems, but if the need arises, you can be confident that printers covered under ZebraCare can be returned an unlimited number of times for repair.

Q. How do I get my printer serviced when the need arises?

A. Simply follow the step-by-step process listed on the service agreement. You will need either the service agreement number or the serial number of the printer requiring service. Our service representatives will create a return materials authorization number (RMA) and help guide you through the steps to return your printer.

Q. How long will it take to get my printer serviced under a ZebraCare Depot service agreement?

A. Three (3) days on ZebraCare Standard agreement, one (1) day under the ZebraCare Advantage agreement.

Q. How long will it take to get my printer serviced under warranty without a service agreement?

A. Repair turnaround time under manufacturer's warranty is within ten (10) days of receipt.

Q. How can I buy a ZebraCare Depot service agreement?

A. Call your reseller and ask to purchase a ZebraCare Depot service agreement. You can also visit www.zebra.com or call Zebra directly at +1 800 268 1736.



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