



## EASEOFCARE SERVICE PROGRAMS

Datalogic ADC'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.

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. Don't wait until your product fails to figure out your maintenance options.

The EASEOFCARE Service Programs provide you with the right choice to meet your service expectations – be it managing the total cost of ownership, having expanded repair coverage, or minimizing repair turnaround time. 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. And, 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 ADC, the same company that designed and manufactured your products, ensuring that you get the best service to protect your technology investment.

Customers say...

"Datalogic Service Programs are a valuable part of the total solution we offer our customers.

The quality, responsiveness and flexibility of Datalogic's service team adds long-term value to our customer's technology investment. We know we can rely on Datalogic ADC to provide professional and timely responses to meet our service needs."

Darlene Hazle,  
Vendor Relations,  
Professional Datasolutions, Inc.

"Datalogic ADC's industry-leading life-cycle maintenance is a strength that helps build and maintain strong channel partnerships. They consistently deliver on their commitments."

Dan McKnight,  
Technical Sales Consultant  
Liberty Systems, Inc.

## 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 upgrades



## EASEOFCARE SERVICE PROGRAMS

Datalogic ADC's ability to service products under a variety of programs ensures that customers can match the right program with their support requirements. The EASEOFCARE Service Programs are currently available in the United States, Canada, most of Western Europe countries and Australia. For more information on the service programs available for your product or region, or to purchase a service contract, please contact your Datalogic ADC representative.

### EASEOFCARE OVERNIGHT REPLACEMENT COMPREHENSIVE

- Next business day product replacement
- Datalogic owned replacement pool
- Shipping charges paid both ways
- Accidental breakage covered
- Wear and tear, component and parts failures covered
- Factory upgrades at no additional costs
- Wavelink Avalanche® software maintenance for Mobile Computers
- Wavelink Terminal Emulation™ software maintenance for Mobile Computers

### EASEOFCARE 2-DAY COMPREHENSIVE

- 2 business day repair turnaround
- Express shipment
- Accidental breakage covered
- Wear and tear, component and parts failures covered
- Factory upgrades at no additional costs
- Wavelink Avalanche® software maintenance for Mobile Computers
- Wavelink Terminal Emulation™ software maintenance for Mobile Computers

### EASEOFCARE 5-DAY

- 5 business day repair turnaround
- Normal wear and tear, component and parts failures covered
- Factory upgrades at no additional costs
- Wavelink Avalanche® software maintenance for Mobile Computers
- Wavelink Terminal Emulation™ software maintenance for Mobile Computers

	Standard Warranty	5-Day	2-Day Comprehensive	Overnight Replacement Comprehensive
Factory Parts and Procedures	✓	✓	✓	✓
Selected Factory Upgrades	✓	✓	✓	✓
<b>Coverage</b>				
Defects in Material / Workmanship	✓	✓	✓	✓
Normal Wear and Tear		✓	✓	✓
Comprehensive (Accidental Damages)			✓	✓
<b>Turnaround Time</b>				
10 Business Days (Typical)	✓			
5 Business Days		✓		
2 Business Days			✓	
Overnight Replacement				✓
<b>Transport</b>				
One Way Ground (Outbound)	✓	✓		
Two Way Express / Air (both ways Inbound/Outbound)			✓	
Two Way Ground and Express / Air (Inbound/Outbound)				✓
<b>Length of Time</b>				
3-Year and 5-Year Options from Start	✓*	✓	✓	✓
1-Year Renewal (beyond contract or warranty period)		✓	✓	✓

\* Note: Factory warranty is product dependent and is typically defined in the product data sheet.