



Zebra OneCare® SV

Right-priced Protection for Zebra TC2X Mobile Computers and Select Printers

The availability of your Zebra mobile computers and printers is key to the success of your business. You require a service plan that ensures maximum uptime, while protecting your critical business operations. Without a service plan, a single repair can cost more than the device — and without defined turnaround times, your device may be out of service for an extended period of time. But now, Zebra OneCare™ SV provides the right level of service at the right price — just a fraction of the cost of a single, uncovered repair. Available for Zebra TC2X mobile computers and select desktop and mobile printers, this special value service provides two years of protection against failure, coverage for normal wear and tear, unmatched direct-from-Zebra live and online technical support, priority repair turnaround time, free return shipping and more. LifeGuard™ for Android™ security updates extend the lifecycle of Zebra Android mobile computers by protecting your device every day it is in service. A Support Dashboard puts reports on repairs, support cases, contracts and LifeGuard at your fingertips. Protect your operational efficiency, workforce productivity and your budget with Zebra OneCare SV — the right level of service at the right price.

Keep Your Devices Up and Running with Coverage for Normal Wear and Tear and Functional Failures

With Zebra OneCare SV, you get the peace of mind that all your components are covered — from the motherboard, memory, wireless radios, camera and imager in the TC2X to worn keypads and platen in printers. The result? Less downtime, no more surprise repair costs — and no unnecessary new hardware purchases.

Get LifeGuard™ for Android™ Security Updates Throughout Your Entire Device Lifecycle

Your Zebra rugged Android-based devices have a lifecycle that runs well beyond the typical three years of security support Google offers on any given version of Android. But without continual security support for the version of Android running in your organization, there may be security risks that can only be eliminated by retiring your Zebra devices early — a very costly solution. Now, you can keep your Zebra Android mobile devices secure every day they are in service with LifeGuard for Android, the industry's first extended security solution. LifeGuard not only provides the security updates and patches you need, it also makes updating simple. You can see when updates are available and which devices need the update. Since you can update devices over the air, you can update ten, a hundred or thousands of devices all with the press of a button. And with LifeGuard, you're always in charge — if you don't want to update your devices to the next version of Android, we'll continue to provide support on your current version of Android.

Put Your Devices Back into Service, Right Out of the Box

With Zebra's optional Device Commissioning Service, once your repair is complete, we'll restore all your settings, software, applications and more before we ship it back. Your devices are ready to return to work the moment you take them out of the box. Just plug it in — we take care of the rest.

Around-the-clock Self-service Support and Repair Status Visibility

Your Zebra Online Support Portal is available 24x7, providing the self-help you need, when you need it. Search knowledge articles and FAQs to locate answers quickly. Find product manuals, configuration, and troubleshooting information. Get software updates and valuable utilities. Submit a repair request. Check warranty and contract coverage — and more. If you do need to send your Zebra device to the depot for repair, depot turn-around time is half that of Warranty repairs — 5 days instead of 10^{3,4} — with free return shipping. And with our online Support Dashboard and Zebra's online Repair Order Portals, it's easy to keep track of all devices throughout the entire repair cycle — you can see where your devices are from the moment you enter a repair ticket to the moment your devices arrive back at your facility.

Fix Your Mobile Computers on the Spot with Zebra's Unique Device Diagnostics Tool

Many TC2X issues can be corrected right on site — if you only had the right device statistics. Now with Zebra's Device Diagnostics Tool, you will. Just load the application onto your TC2X to access key information, such as wireless connectivity metrics, device memory, battery statistics and much more — including the ability to run additional tests. The data you need to triage and troubleshoot devices can be viewed on the device. The result? More device uptime — your devices remain in the hands of your workers, right where they will best benefit your business and your customers.

Add the Options You Need to Create the Perfect Support Service for your Business

With Zebra's optional Device Commissioning Service, once your repair is complete, we'll restore all your settings, configurations and applications before we ship it back. Your device is ready to return to work the moment you take it out of the box. Just turn it on — we take care of the rest. Other options include coverage for broken or cracked displays and battery replacement, as well as Battery Refresh Service to replace aging batteries.

Protect your critical business operations and avoid unexpected repair expenses for less with Zebra OneCare SV.
For more information, please visit www.zebra.com/zebraonecare

Features At-a-Glance

Feature	Zebra Warranty	Zebra OneCare™ SV ¹
Contract Length	1 year	2 years
Depot Turn-Around Time (TAT) ^{2,3}	Minimum of 10 days	5 business days from depot receipt
Technical Support	90 days Live agent M-F, local business hours Online self-service tools 24x7	2 years Live agent M-F, local business hours Online self-service tools 24x7
Coverage	Functional failure only	Wear and tear; functional failure only ⁴
Manufacturer's Defects	●	●
Return Shipping	Ground only	Ground included Optional: next business day
Operating System Software Updates (online access)	●	●
LifeGuard for Android Security Updates	●	●
Online Repair Order Portal for RMA ⁵	●	●
Support Dashboard ⁶	Not available	TC2X only
Device Diagnostic Service (Mobile computers)	Not available	TC2X only
Device Commissioning ⁷ (Application and Configuration Management)	Not available	Optional
Display Replacement	TC2X only; separate fee (quote provided by Repair Depot)	TC2X only; \$50 fee per incident
Battery Refresh Service ⁸	Not available	Optional for TC2X only
Visibility Services: OVS, OVS Connect and AVS ⁹	Not available	Optional

1. Zebra OneCare SV is only available for the following devices: TC2X mobile computers and the GC420, GK420, GT800, ZD410/20, LP2824/2844, TLP2824 Series desktop printers, plus EZ320 mobile printers.
2. Zebra depot turn-around time (TAT) is defined as the length of time a device is held in an authorized Zebra repair depot. It does not include time in transit to or from the depot.
3. Service feature and/or repair TAT may differ by country. Please contact your Zebra sales representative for details.
4. Does not cover accidental/physical/cosmetic damage or damage due to neglect/abuse specifically involving displays and housing among other components.
5. Available in NA, EMEA, APAC and Mexico for enterprise and printing products.
6. For mobile computers and scanners only. Includes repair, technical support, contracts and LifeGuard reports. Available in NA, EMEA and APAC.
7. Available in NA, EMEA and ANZ. For availability outside these territories, please contact local service representative.
8. Available in NA, EMEA and APAC. For availability outside these territories please contact local service representative.
9. Visibility Service Options: OVS, OVS Connect and AVS. Available for: Zebra Mobile Computers and Zebra Link-OS network-enabled printers.

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Zebra OneCare SV Customer Case Study: Protecting Sales for a Busy Retailer

When it comes to device support, timing was everything for this large athletic shoe retailer. In response to the highly publicized arrival of shoes for multiple star athletes in various sports, long lines of customers looking to purchase shoes were expected early the next morning. That's when the store manager noticed a major performance issue with their Zebra handheld mobile computers — the devices were very slow to respond to associates scanning barcodes to update inventory and check stock in real time. The resulting inventory inaccuracies and inability to reliably determine if an item was in stock threatened customer satisfaction and sales.

The store manager reached out to Zebra's technical support department for help. The issues were identified nearly instantly: the devices were operating on an older version of software that was not fully compatible with the store's current operating system. All 12 devices were updated with the latest version of the software, as well as a LifeGuard security patch that ensured that the store's sensitive customer data remained safe. The result? Devices were returned to optimal performance, ensuring crucial communications from back of store to front of store remained up to date during one of the busiest selling periods in the retailer's calendar. And the launch of the new shoes was a success.

* <https://support.google.com/pixelphone/answer/4457705?hl=en> (Pixel phone subsection) "Google provides security support for a specific version of Android from its release date to 18 months beyond end-of-sale or a minimum of 36 months."



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