



ZEBRA *OneCare* ESSENTIAL Support Services for Mobile Computers and Scanners Global Service Description Document

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1. Introduction and Regional Availability

This document describes the Services provided by Zebra Technologies (“Zebra”) worldwide under **Zebra *OneCare* Essential** Service Contracts. Definitions are located on the last page.

Under a Zebra Service Contract for *OneCare* Essential Support Services for Mobile Computing and Scanners, Zebra provides technical support, repair, logistics and other technical services for the Product. This document describes Customer and Zebra responsibilities under a Service Contract, as well as Limitations and Restrictions.

This Service Description Document is provided by Zebra as part of the Support Services Contract Welcome Pack, which includes:

- Welcome Letter
- Order Acknowledgement and Service Confirmation, including Service Contract Number
- Customer Support Instructions

Availability: Zebra OneCare Essential is available throughout EMEA (Europe, Middle East and Africa), NA (North America), LATAM (Latin America) and APAC (Asia-Pacific). For limitations and restrictions see Item 10.22, which explains the **Process for Inbound logistics to Zebra Repair Centers in specific countries**. For information about availability of service in your location, please contact your Zebra representative.

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2. Zebra OneCare Essential Models

Zebra OneCare Essential is available as follows:

	When Purchased	Part Number Prefix	Available Contract Terms
1	Within 30 days of Product purchase	Z1AE	3 and 5 years
2	Renewal of Contract purchased within 30 days of Product purchase	Z1RE	1 and 2 years
3	Anytime after 30 days of Product Purchase	Z1BE	1 and 3 years
4	Renewal of Contract purchased anytime after 30 days of Product Purchase	Z1WE	1 and 2 years

3. Technical Support Services under the Essential Service Contract

- 3.1. **Technical Support:** Customer shall access Zebra’s online Technical Support Resources at www.zebra.com/support to initiate an online technical case. Phone and email contact details for Technical Support are at www.zebra.com/technicalsupport.
- 3.2. **Availability:** Zebra will provide Technical Support during the following business hours (excluding Zebra-observed holidays):
 - 3.2.1. North America (NA) and Latin America (LA): Monday–Friday 8 am to 8 pm (EST)
 - 3.2.2. Brazil: Monday–Friday 8 am to 6 pm
 - 3.2.3. Europe, the Middle East and Africa (EMEA): Monday–Friday 8 am to 7 pm (CET)
 - 3.2.4. Asia Pacific (APAC): Monday–Friday 9 am to 6 pm (Local Time)
- 3.3. **Zebra’s target Response Time** is four (4) hours from call receipt. Telephone calls will be recorded for quality and training purposes, where permitted under local law. **Note:** Where Zebra provides existing or alternative Technical Support to Customer for specific Products, the terms of that existing or alternative support will continue to apply to those Products.
- 3.4. **Scope:** Technical Support Representatives respond to technical questions after installation and deployment of Products. Technical Support Representatives identify and diagnose issues and generic application faults, and provide analysis, and where possible, problem resolution. Zebra will use reasonable commercial efforts to correct reproducible errors and help to identify the root causes for problems that are difficult to reproduce. Escalation processes are in place to address complex problems more effectively.
- 3.5. **Responsibilities:** A Technical Support Representative will:
 - 3.5.1. Help with filling out a case report;
 - 3.5.2. Assess the nature of the problem;
 - 3.5.3. Identify configuration issues (refer back to Customer for resolution);
 - 3.5.4. Identify where problems may be caused by other related, associated or connected networks, systems or applications (refer back to Customer for resolution);
 - 3.5.5. Solicit Customer to activate the Device Diagnostic Tool (as available / applicable, see item 3.6);
 - 3.5.6. Assist with or perform problem determination;
 - 3.5.7. Work to achieve problem resolution, which may include the recommendation to download and use available Software releases;
 - 3.5.8. Should no resolution be found, Zebra may create an RMA for the Customer to initiate a repair should the problem be caused by a suspected hardware failure (Section 4).
- 3.6. **Device Diagnostic Service:** Zebra provides access to the Device Diagnostic Tool (‘Tool’), which is an application that runs on supported Zebra Mobile Computers. Where appropriate, a Technical Support Representative will use the Tool for troubleshooting device issues. Customer may download the Tool from www.zebra.com/support or www.zebra.com >Support and Downloads (described in item 7.2). Customer should log in using the Contract number or other credentials supplied in the Customer Support Instructions, and go to the page relevant for your model of Mobile Computer. Up-to-date staging barcodes and application installation files, and User Manuals are available with the Tool. The Tool may be downloaded to Mobile Computers covered under Service Contract with Zebra. Customer must accept Zebra’s End User License Agreement prior to download. Zebra Technical Support actively uses the Tool to provide timely problem resolution and may require Customer to download the latest version as made available for successful problem resolution.
- 3.7. **Software Support Coverage:** Zebra provides Technical Support for Zebra provided Software, excluding custom software applications, modifications and Customer configurations.
- 3.8. **Access to Latest Software.** Under a Service Agreement, Customer is entitled to download latest releases of Software from the Support Portal at www.zebra.com/support. A Technical Support Representative may



require Customer to download latest Software as made available by Zebra under the terms specified in items 9.8 and following. Software is delivered in machine-readable format with appropriate documentation and shall be used under the relevant End User License Agreement (EULA).

3.9. **Software Supported:**

- 3.9.1. Mobile Computers Operating System: Zebra provides Technical Support for Software.
- 3.9.2. Android Operating System (OS) Legacy Software Releases Support: Zebra provides Technical Support for current and up to two (2) previous releases validated and made available by Zebra.
- 3.9.3. Windows Mobile and WinCE Operating System (OS) Legacy Software Releases Support: Zebra provides Technical Support for all releases made available by Zebra via Software Upgrade products.
- 3.9.4. Zebra Pre-Loaded / Pre-Licensed Software Products: Zebra provides Technical Support for all tools and utilities included within our Mobile Computer portfolio as well as SDKs and Mobility Extensions (MX) made available by Zebra

3.10. **Zebra's LifeGuard Program Support:**

- 3.10.1. **Extended Security Service Life** - Customers receive security updates for 2 years after Zebra's Device EOL. This is longer than the security support period provided by Google. Extended security support significantly lowers customer Total Cost of Ownership (TCO) by enabling devices to stay in service for a longer period of time.
- 3.10.2. **Timely, Periodic Security Updates** – Customers receive security updates as frequently as monthly or quarterly (depending upon the platform lifecycle). Having the latest updates on a regular cadence enhances portfolio security while making update logistics more manageable.
- 3.10.3. **Security Support Through OS transitions** - When Zebra releases a new Android OS, quarterly LifeGuard updates for the older OS continue for a period of 12 months. Referred to as an OS Transition Period (OTP), this maintains the security of the Customer portfolio during the transition to a new OS release.
- 3.10.4. **Purchasable One-Year Extensions** - Items 3.10.1 to 3.10.3 are available at no charge to Customers under Zebra OneCare. Should Customers wish to extend either the OS Transition Period (OTP) or the overall Security Service Life, Zebra makes available for purchase 1-year security support extensions. These extensions are available to Zebra OneCare Customers, and must be purchased at least 90 days prior to the Customer OneCare end date. For more Information, refer to the Extended Service request form [here](https://www.zebra.com/us/en/forms/lifeguard-extended-services.html) or click <https://www.zebra.com/us/en/forms/lifeguard-extended-services.html>.)
- 3.10.5. For more information about LifeGuard, please click [here](#) or go to www.zebra.com/lifeguard.

4. **Repair Services under the OneCare Essential Service Contract**

- 4.1. **Request for Return Material Authorization (RMA):** An RMA is required to authorize Customer to return a malfunctioning Product to the Zebra Service Center for repair.
 - 4.1.1. **Fault Reporting:** On request of an RMA, Customer reports in detail all detected faults, so that the error may be identified and addressed through the repair process.
 - 4.1.2. Customer requests RMA using the contact details found inside the Customer Support Instructions and at the RMA Portal www.zebra.com/repair.
 - 4.1.3. RMA Portal for Latin America: www.serviceslatamzebra.com/index.php
RMA Portal for Brazil: www.zembraservicosbrasil.com.br
 - 4.1.4. For information on the RMA Portal in EMEA, go to: <https://www.zebra.com/gb/en/support-downloads/request-repair/online-rma-emea.html>
- 4.2. **Repair and Turnaround Time:** Zebra uses reasonable efforts to repair any Product within three (3) Support Days ("Turnaround Time") from the Product's receipt at the service center, where day of receipt is counted as day zero. Turnaround times may vary in some regions; contact your Zebra Services Representative to confirm Turnaround times in your region. Check item 10.23 for Turnaround Times in APAC. The service shall be provided using all reasonable skill and care. As Product issues may vary in severity, Turnaround Times are an objective and are not a guarantee. Repair services are performed and Turnaround Time is measured during Support Days. Zebra reserves the right to replace the Product with the same model and configuration, but not the identical serial number as originally submitted for repair.
- 4.3. **Return of Devices to default factory condition:** Repaired Products will be delivered in their factory default condition. Mobile Computers will be returned in their factory default condition loaded with the most recent version of the Software. If the Commissioning option is selected, Zebra will return Mobile Computers configured to the Customer's specification (See item 8.5).
- 4.4. **MP6xxx and MP7xxx Post Repair Calibration:** Zebra's Service Center will repair and test Scales Products to meet applicable manufactured tolerances. Customer is responsible for following the applicable national legislation requirements for calibration/verification of scales prior to placing in trade. Installation must be



carried out by approved personnel with relevant Product training as well as country-specific legal metrology approvals. Verification of Scales and methods of registration are to be followed as “Nationally” and or “Locally” prescribed prior to placing in trade.

5. Repair Coverage under the Essential Service Contract

5.1. **Comprehensive Coverage under Zebra OneCare Essential Service Contracts:** Under **Zebra OneCare Essential** (purchased within 30 days of Product purchase), Zebra may, at its discretion, repair, restore or replace Products which are as determined by Zebra to be affected by functional failure, wear and tear during normal use or Accidental Damage. Services are performed within Zebra operated or supervised Service Centers that employ the same test processes and fixtures used in manufacture of the Products.

5.1.1. Products are diagnosed and restored to functional specifications via: repairs, alignments, adjustments and restorations, if appropriate, for any covered Product(s) that malfunction while being used within the operational and environmental parameters specified by Zebra.

5.1.2. Examples of items that may be affected by Accidental Damage and covered under Comprehensive Coverage: cracked or broken housings, plastics, displays, touch screen/digitizers, keyboards/keypads, broken or missing scan triggers and exit windows.

5.1.3. Accessories that ship together with the Product in its original Zebra packaging are covered; for example, styluses, hand straps, screen protectors, battery doors. These are listed on the Accessories Applicability Matrix. See items 9.3 and 9.4 for Limitations.

Note: Coverage for batteries is not included under Comprehensive Coverage unless a Battery Option is purchased. See items 8.3 and 8.4.

1.1.1. Zebra OneCare Essential Part numbers that indicate Comprehensive Coverage are:

Applicable Part Number Formats	Regions	Products
Z1AE-, Z1RE-	All Regions	All Products
Z1BE-xxxxxx-xCxx and Z1WE-xxxxxx-xCxx	All Regions	All Products

5.2. **Coverage under Zebra OneCare Essential Service Contracts (that use the part number format Z1B- and Z1W- (formerly known as Service Center):** These Contracts are purchased any time after 30 days of Product purchase and **do not** include Comprehensive Coverage. Under these Contracts, Zebra will repair, restore or replace a Product which is affected by functional failure and wear and tear during normal use. Repairs to Products affected by Accidental Damage are not included. These services are carried out within Zebra operated or supervised service centers that employ the same test processes and fixtures used in the manufacture of the Products.

5.2.1. Products are diagnosed and restored to functional specifications via: repairs, alignments, adjustments and restorations, if appropriate, of any covered Product(s) that malfunction while being used within the operational and environmental parameters specified by Zebra.

5.2.2. See the Limitations and Restrictions for this feature in item 10.6 and 10.7. Customer may upgrade these Contracts to include Comprehensive Coverage by purchasing Contracts that use the part number format Z1Bx-xxxxxx-xCxx and Z1Wx-xxxxxx-xCxx.

Note: Coverage for batteries is not included unless a Battery Option is purchased. See items 8.3 and 8.4.

5.2.3. Zebra OneCare Essential Part numbers that indicate Non-Comprehensive Coverage are:

Applicable Part Number Formats	Regions	Products
Z1BE-xxxxxx-x0xx, Z1WE-xxxxxx-x0xx	All Regions	All Products

6. Shipping Services under the Essential Service Contract

6.1. **Outbound shipping provided as standard for all RMAs:** Zebra will provide ground shipment on all outbound repairs to specified Customer delivery location and will bear all costs and risks associated with this transportation, except in territories listed in item 10.22.

6.2. **Shipping Services in US and Canada:**

6.2.1. **Pre-Paid Inbound Shipping Label in US and Canada:** RMAs raised on the Zebra Repair Portal are issued with a Pre-Paid Shipping Label on request. Customer may adhere the Label to the package containing the Product for repair, which can then be dropped off by Customer with the designated Carrier.

- 6.2.2. **Collection Option for Inbound Repairs of Industrial Mobile Computers (for example: OMNI XT15, WAP4, VH10 and associated accessories) in US and Canada:** When chosen, provides collection of malfunctioning Products and delivery to Zebra Service Center. Customer requests an RMA via the RMA Portal and arranges for a courier pick-up. When an RMA is raised prior to the defined cut-off time given in accordance with the location, the Product will be collected the same or next local business day. Zebra arranges transport, bears shipping costs and risks. Check for availability of the Collection Service with a Zebra Service Representative.
- 6.2.3. **Express Outbound Shipping in US and Canada:** When chosen, Zebra will ship repaired Product(s) via next-business-day delivery to the Customer-designated location. All transportation costs and associated risks for returning the Product(s) to the Customer will be covered by Zebra.
- 6.3. **Shipping Services in EMEA:**
- 6.3.1. **Collection Option for Inbound Repairs in EU (Chargeable Option for Zebra OneCare for all Mobile Computer and Scanners):** When purchased, provides collection of malfunctioning Products and delivery to Zebra Service Center. Customer requests an RMA via the RMA Portal and arranges for a courier pick-up. When an RMA is raised prior to the defined cut-off time given in accordance with the location, the Product will be collected the same or next local business day. Zebra arranges transport, bears shipping costs and risks. Check for availability of the Collection Service with a Zebra Service Representative.
- 6.3.2. **Middle East Collection Service for Inbound Repairs:** In certain countries of the Middle East only, Customer may use Zebra's pre-paid collection service to return a malfunctioning Product. After the RMA is approved, Customer requests collection from the local Zebra freight partner. Zebra covers all transportation, import and export costs. The Collection Service is available in UAE, Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia and Egypt. The Collection Service is NOT available in Iraq, Libya, Palestine, Pakistan and Yemen.
- 6.4. **Shipping Services in APAC:**
- 6.4.1. **Collection Option in Australia and New Zealand for Inbound Repairs:** When purchased, Zebra provides collection of malfunctioning Products and delivery to Zebra Service Center. Customer requests an RMA via the RMA Portal. When an RMA is requested prior to the defined cut-off time given in accordance with the location, a replacement Product will be dispatched same or next business day. Customer arranges for a same or next local business day pick-up with the designated courier as per the instructions supplied with the replacement Product. Zebra arranges transport, bears shipping costs and risks. Check for availability of the Collection Service with a Zebra Service Representative.
- 6.5. **Packaging.** Customer must package all items to normal commercial standards. Customer must also ensure the RMA number is clearly visible on the outside of the package. Customer may be liable for repair costs if Product is damaged during transit due to poor packaging.
- 6.5.1. When Zebra provides a Pre-Paid Shipping Label in North America and the EU, Customer may adhere the Label to the package containing the Product for repair. Customer may then arrange collection or drop off the package with the designated Carrier.
- 6.5.2. **Damaged or Incorrectly Supplied Goods:** Customer must report to Zebra if any item received is found to be either damaged or incorrectly supplied. Customer is advised to accept the delivery of such shipment and report to the carrier that the shipment was delivered damaged. For the claim process, Zebra requires picture of shipping box, picture of damaged Product, AWB (shipment tracking) number, and the carrier damage report. These items are required by Zebra to evaluate and process a claim.
- 6.6. **Customer Responsibilities and Risks.** If Products are shipped via Customer-designated carrier and method, Customer bears all costs and risks associated with this transportation. In EMEA and APAC where available, Customer may ship Products for repair to Zebra's in-country consolidation point. Customer is responsible to pay for shipment to the consolidation point; Zebra pays for the onward shipment to our central repair facility. Where such a consolidation point is not available, Customer is responsible for shipment to the designated in-region service center. See Item 10.22 for more details.

7. Online Services under the Essential Service Contract

- 7.1. **Support Dashboard:** Zebra provides a configurable web-based tool that enables a series of reports for Products under Contract. The reports includes, repair and replacement data, technical/non-technical case data, contract information, repair performance reports, data trends, and Technical Support status. Available on supply of all necessary information for set up. Logins and Password will be configured so Customer associates can access these reports. On-boarding forms are available on the Zebra OneCare page at [Submit Your Repair Service Dashboard Request](#), or at www.zebra.com/zebraonecare >Zebra OneCare for Enterprise. Note: The process to upload all relevant data for the Dashboard to go-live, may take

up to ten (10) Support days from receipt of all necessary information. Repair Service Dashboards are available in the NA, APAC and EMEA regions but not available in the LATAM region.

- 7.2. **Web Support:** The Support Portal, www.zebra.com/support or www.zebra.com >Support and Downloads, provides access to security alerts, technical information and latest downloadable software and security updates and software upgrades under Lifeguard for your Product, technical answers to questions and articles, and access to the Support Community, Technical Support, and the Repair Portal. Zebra reserves the right to modify or discontinue all or part of its Support Portal at any time.

8. Service Options

- 8.1. In addition to the Services described in Sections 3-7, **Zebra OneCare Essential** Customers may purchase the following optional services. These optional services are not applicable to all Zebra Products. Customer may go to the Support Portal to identify applicable Products. Options cannot be purchased without a concurrent **Zebra OneCare Essential** Support Service Contract. Customer may choose to add one or more optional services when placing an order. Zebra's order acknowledgement will indicate which services are included in the Contract.

8.2. Asset Visibility Service

- 8.2.1. Asset Visibility Service or "AVS" is a visibility service product for Zebra Customers to obtain at-a-glance visibility and insight to device performance and utilization in a Customer's operational environment. AVS can be applicable and sold to Customers with low to very large device counts regardless of whether have a Mobile Device Management (MDM) tool to manage their devices or not. AVS is available to all Zebra OneCare Customers. Order AVS using the part numbers below on the same Purchase Order, with the same contract start and end dates, as the Customer's Zebra OneCare contract.
- 8.2.2. AVS provides predictive, actionable analytics on devices to enable Customers to identify and address potential issues in advance. AVS dashboard can be accessible from iOS and Android mobile platforms as well as mobile/web browsers. There is no MDM tool included in AVS hence the Customers do not need to go through the potentially complex process of setup and maintenance. Also AVS employs automation and self-service wherever applicable for easier and faster setup and delivery.
- 8.2.3. AVS is operational for specific Android and Windows Mobile, Embedded, CE and Embedded Compact Operating System Versions on selected product models. The list of Zebra products fully supported in AVS is set out at: <https://www.zebra.com/us/en/products/mobile-computers.html>. Future operating systems and mobile devices will be tested and made available when released via Zebra. For additional information, see the AVS Service Description Document.

Part Numbers:

MS-AVS-30 – 36 months' contract for AVS service
MS-AVS-50 – 60 months' contract for AVS service
MS-AVS -10-R – 1 Year RENEWAL for AVS Service
MS-AVS -20-R – 2 Year RENEWAL for AVS Service

- 8.3. **Battery Maintenance Option:** When chosen, extends Comprehensive Coverage (see item 5.1) to Customer's Zebra batteries. Customer returns Mobile Computer with batteries or batteries alone under RMA, following the standard process (item 4.1). Zebra will test all batteries and supply replacements for those batteries that cannot reach a minimum 80% charge while being tested. Zebra supplies two types of batteries, Standard, which are available for all Mobile Computers, and Extended, which are available for select Mobile Computers. Defective Batteries: Zebra identifies batteries that do not achieve 80% of their rated capacity as Defective, and disposes of such batteries following Zebra's environmental policies. The Battery Maintenance option is available in two levels, Premium and Standard. For each level, Zebra provides a Spare Pool of batteries, and stores, secures and tracks batteries in the Spare Pool.
- 8.3.1. The Premium option provides for an unlimited quantity of new batteries. Zebra will replenish the Spare Pool, as needed, for the length of the Contract. Should Customer request battery replacements, under the Premium option, that at its sole discretion Zebra deems excessive, Zebra may audit Customer's battery management processes. Where applicable, Zebra will help Customer implement recommended battery management processes. If the Customer's usage is still deemed to be excessive, Zebra reserves the right to invoice for any support charges necessary, suspend support or take other action as it deems appropriate.
- 8.3.2. The Standard option provides for one new battery per Mobile Computer under Contract. The quantity of batteries in the Spare Pool will be limited to the number of Mobile Computers under Contract. Zebra will

continue to provide battery testing for Customer after the Spare Pool has been exhausted, for the remainder of the Service Contract term.

- 8.4. **Battery Refresh Option:** When chosen, provides for a single consolidated shipment of replacement batteries, of type specified by the part number ordered for each Product, to be made to a single Customer-designated location. A minimum number of 10 mobile computers will be required to go under new contracts that include Battery Refresh Options.
- 8.4.1. Customer is entitled to receive, per Product under Contract:
- 8.4.2. One new battery in month eighteen (18) of a 3 year Contract;
- 8.4.3. One new battery in month eighteen (18) and a second new battery in month thirty six (36) of a five (5) year Contract;
- 8.4.4. One new battery within sixteen (16) weeks of the Contract start date of a two (2) year Zebra OneCare Essential Contract renewal. Note: Due to manufacturing lead times there may be occurrences when the shipments of batteries will take longer than the specified sixteen (16) weeks.
- 8.4.5. In the event Customer requires replacement batteries prior to the above timelines, Zebra will require up to 16 weeks advanced notice to deliver on time. Please note that lead times may vary and, while Zebra will endeavor to meet the earlier shipment dates requested, the actual delivery date(s) will be confirmed by Zebra once an early delivery instruction is received from the Customer.
- 8.5. **Commissioning Service** (available in NA, selected countries in EMEA and Australia/New Zealand): When this option is chosen, Zebra provides Application Loading and Configuration Management for Mobile Computers as part of the Repair process. Customer receives the repaired Product ready-to-go, pre-loaded with Customer's applications, configurations, and settings.
- 8.5.1. **Details** of the Commissioning Service are as follows:
- Under Application Loading, Zebra archives and reloads Customer-owned or licensed applications onto Products at the time of repair which Customer has provided to Zebra in line with conditions set out in item 8.5.2 and following.
 - Under Configuration Management, Zebra loads site-specific information, such as IP addresses, onto Products at the time of repair.
- 8.5.2. **Commissioning set-up process:** Commissioning must be activated by the Customer. Customer makes a request at global.commissioning@zebra.com. Customer provides Zebra with:
- Customer-owned or licensed software applications,
 - all necessary components to load and configure the Product,
 - all site-specific information, including IP addresses, software configurations and port key licenses,
 - installation instructions.
- 8.5.3. There is a **minimum lead time** of approximately 10 days between receipt of all necessary Customer information and availability of the Commissioning Service.
- 8.5.4. **Application and Configuration Validation:** Zebra verifies and approves all Customer-provided information to ensure quality standards. If not approved, Zebra shall notify Customer, who will work with Zebra to correct the issue. At Zebra's discretion, service may be suspended until the issue is resolved.
- 8.5.5. Customer may provide up to two (2) **updates and/or revisions** per any 12-month period during the term of this Service.
- 8.5.6. If Zebra implements an **Engineering Change**, Zebra may require an update to the Operating System (OS) version and/or installation instructions for the Change to take effect. Zebra will consult with Customer before applying the new Operating System (OS) to the Commissioning Service. In the event that a new Operating System (OS) is specified by Zebra, Customer will be required to approve the change to avoid the suspension of the service.
- 8.5.7. **Minimum Order Quantity:** Commissioning Service requires a minimum of 20 Products of a single Product Configuration within Contract. When a third party (non-Zebra) software license is required to complete the repair process and the license must be acquired from the third party, the repair Turnaround Time goals (see item 4.2) will be subject to change.

9. Customer Responsibilities

- 9.1. **Service Contract Booking Process:** Customer provides the following information to complete the booking process of the Service Contract and / or to deliver services:
- 9.1.1. Complete list, in electronic format, of serial numbers of all Products to be covered under the Service Contract;

- 9.1.2. Complete list, in electronic format, of serial numbers of all cradles and accessories to be covered under the Service Contract;
- 9.1.3. Name and email address of contact for Contract renewal notifications;
- 9.1.4. Completion and submission of the on-boarding form for access to the Repair Services Dashboard, which is available from the Zebra OneCare site on the Support Portal. Go to www.zebra.com/zebraonecare and select Zebra OneCare for Enterprise to access the onboarding form or click on [Submit Your Repair Service Dashboard Request](#).
- 9.1.5. Name and email address of contact who will receive regular Activity and Missing Unit reports (NA only);
- 9.1.6. When chosen, Commissioning details (item 8.5).
- 9.2. **RMA request process for use under Battery Maintenance Option:** When Battery Maintenance Option is chosen, Customer may, under RMA, send malfunctioning batteries to the Zebra Service Center without Mobile Computers. In these cases, Customer requests an RMA and provides the Mobile Computer serial numbers associated with the batteries which are being returned.
- 9.3. **RMA request process for replacement of accessories:** Under Zebra *OneCare* Essential Contracts, Customer may request replacements to lost or damaged accessories. When requesting an RMA, Customer uses part number and/or description of required accessories. If the RMA is initiated through the RMA Portal (see item 4.1), Customer includes this information in the free text comment field. Replacement accessories cannot be requested standalone but only together with malfunctioning Product that is under RMA. Check Accessories Applicability Matrix for the list of applicable of accessories by Product.
- 9.4. **RMA request process for replacement of Battery Door:** Customer must indicate whether a standard life (1X) or extended life (2X) battery door is required when requesting a replacement battery door for applicable products (MC30XX, MC70XX). If this is not specified, Zebra will ship a battery door as indicated by the Product model configuration bill of material as the default replacement part.
- 9.5. **Wide Area Network (WAN) Activation:** Customer is responsible for activating WAN-enabled devices with its WAN provider.
- 9.6. **Error Reporting:** Customer promptly reports in detail all detected errors to Zebra Technical Support. Customer will co-operate with Zebra Technical Support to recreate and diagnose each error.
- 9.7. **Remote Access:** If required for complete diagnosis or remedy, Customer will allow for remote system access.
- 9.8. **Registration.** Customer registers with the Support Portal to obtain login access prior to requesting Software downloads from Zebra. Requests to download latest Software are completed by submitting the "Request Download" form on the Support Portal.
- 9.9. **Installation of Latest Software.** Customer downloads and deploys latest releases of applicable Software from the Support Portal in a timely and effective manner for all Customer Products.
- 9.10. **Hardware upgrade:** Newer releases of Software may require Customer to upgrade Product hardware.
- 9.11. **Supervision of Software.** Customer supervises, distributes and manages the use of the Software on Customer's Products. Customer must implement procedures for protecting its personal and corporate information and backup facilities from unauthorized access.
- 9.12. **Compliance with Terms of Contract.** Customer agrees to download, copy or deploy only those Software Releases for which it has received explicit approval from Zebra to obtain from the Support Portal. This entitlement is granted only for the specific serial numbers of the Products covered by Contract, and does not include rights to provide copies, transfer or otherwise distribute any release of the Software to any other product or any third party. If Customer is found in noncompliance with this condition, Zebra reserves the right to invoice for any support charges necessary to obtain compliance, discontinue support or take other action as it deems appropriate. Zebra reserves the right to audit Customer records using an independent third-party auditor to verify compliance.
- 9.13. **Compliance with License Terms.** Customer is responsible for complying and or ensuring that the End User Customer complies (as the case may be) with the terms of all relevant End User License Agreements pertaining to the Software. Zebra reserves the right to suspend Service or take further action if the Customer or End User Customer is found in violation of such End User License Agreements.
- 9.14. **Personal Data.** Customer is responsible as Data Controller for complying with all applicable Data Protection Legislation under the Contract. The Customer hereby instructs Zebra to Process Personal Data to complete the booking process of the Service Contract and/or deliver Services to Customer and/or End-User Customer in accordance with the Contract including technical support, repair Services and access to on-line Services. The Customer is responsible for ensuring that any Personal Data is complete and accurate for the purposes of Zebra being able to complete the booking process of the Service Contract and/or deliver Services to Customer and/or End-User Customer as set out in the Contract and obtaining consents where required for use of Personal Data. Zebra is under no duty to investigate the completeness, accuracy or sufficiency of any instructions relating to the Personal Data.



- 9.15. **User Location.** Customer must inform Zebra of the end user country where the product is going to be deployed, for commercial approval and to ensure that the service level can be offered in that location.
- 9.15.1. Customer's contract is set up within the specific region where it was ordered.
- 9.15.2. If the product is moved to another region, the contract is void and service will not be offered, unless Customer informs Zebra of its location. Zebra will then confirm which level of service can be delivered in the new country.
- 9.15.3. Zebra cannot warrant that the same service level can be delivered in all regions.
- 9.15.4. Extra charges may be levied for the service in the other region.

10. Limitations and Restrictions

- 10.1. Not all features or options available under Zebra OneCare Essential are applicable to all Products in all Regions. For information about availability of service in your location, please contact your Zebra representative.
- 10.2. The Service does not cover cosmetic imperfections on external plastics that do not affect the functionality of the Product.
- 10.3. Once a Product has been declared End of Life ("EOL") by Zebra, there may be an impact to the Service. Zebra will make reasonable efforts to reduce its impact and keep Customer informed.
- 10.4. Only Products in working condition are eligible to be added to a Service Contract.
- 10.5. The number of batteries covered under a Battery Maintenance or Battery Refresh option must be equal to the number of Mobile Computers covered by the Service Contract. Customer cannot purchase partial coverage (for example, Customer cannot place 100 Mobile Computers under a Service Contract and only cover 50 of those devices under the Battery Maintenance option).
- 10.6. **Zebra is not obligated to provide support for any Product:**
 - 10.6.1. That has been repaired, tampered with, altered or modified, except by Zebra's authorized service personnel (including the unauthorized installation of any software).
 - 10.6.2. That has been subjected to unusual physical or electrical stress, abuse, or forces or exposure beyond normal use within the specified operational and environmental parameters set forth in the applicable Product specification.
 - 10.6.3. That fails to be updated to the latest Software version made available
 - 10.6.4. If Customer fails to comply with the obligations contained in the Agreement and/or the applicable End User License Agreement.
- 10.7. **Charges may be necessary for the following activities:**
 - 10.7.1. Repairs to devices that are not covered by a comprehensive service contract but have been subject to accidental damage.
 - 10.7.2. Replacement of consumable parts or accessories, as defined by product.
 - 10.7.3. Repair of problems caused by natural or manmade disasters, including but not limited to fire, theft and floods that would cause internal and external component damage or destruction
 - 10.7.4. Repair of problems caused by third parties' accessories or peripherals not approved in writing by Zebra for use with the product; if a fault has been caused by the third-party accessory, including but not limited to battery, charging cradle, and stylus, the repair is not covered under contract; such a repair will be carried out under Zebra's Per Incident Repair process.
 - 10.7.5. Repair of problems caused by unauthorized alterations or attempted repair.
 - 10.7.6. Non-remedial work, including but not limited to administration and operator procedures, reprogramming, and operator or user training.
 - 10.7.7. Problem determination and/or work performed to repair or resolve issues with non-covered products, for example, any hardware or software products not specifically listed on the Service order form.
 - 10.7.8. Performance of any file backup or restoration processes other than as part of the Commissioning Service (if applicable).
 - 10.7.9. Completion and test of incomplete application programming or system integration if not performed by Zebra and not specifically listed as covered.
 - 10.7.10. Use of Software Releases except as provided for this Service Description Document.
- 10.8. **Zebra's LifeGuard Program goal** is to remediate (update) the vulnerability and/or provide recommendations on alternative remediation measures.
 - 10.8.1. Zebra will review all current monthly Google security bulletins: <https://source.android.com/security/bulletin>
 - 10.8.2. Zebra will decide if the vulnerability applies to the OS release subject of this service.
 - 10.8.3. LifeGuard Quarterly Security updates cadence will cover the respective period and lag the most recent Google published bulletin by no more than 30 days.

- 10.8.4. Zebra will make reasonable efforts to release security updates on or about the time that Google releases its respective public security bulletin. However, delivery time of security updates may vary depending on the region, product model, and third-party suppliers.
- 10.8.5. LifeGuard security updates will be provided for those vulnerabilities with a severity ranking of “critical” (within Google’s security bulletin). A description of Security rankings can be found at: <http://source.android.com/security/overview/updates-resources.html#severity>
- 10.9. **Z1B-** (formerly known as Service Center) Essential Service Contracts do not include Comprehensive Coverage. Under this Service Contract, Zebra reserves the right to invoice for any support charges that are necessary in order to replace or repair Products that are affected by Accidental Damage, to suspend support and to take other action as it deems appropriate.
- 10.10. **Waiting Period:** Under Z1B- Contracts: Products which are more than one-year-old when they are accepted by Zebra under a Z1B- Contract for the first time are subject to a 30-day waiting period. If a Product is sent in for repair within 30 days after order acknowledgement is issued by Zebra, it will be subject to a standard service check. Charges for labor and parts will be made at Zebra’s then current Per Incident rates to return the Product to factory standards.
- 10.11. If the Products are less than one-year-old when Zebra accepts them under a new Z1B- Contract or if the Z1B- contract is being renewed, item 10.10 will not apply.
- 10.12. **No Trouble Found (NTF).** Under Zebra *OneCare* Essential, Zebra reserves the right to monitor NTF returns from Customer.
- 10.12.1. If the NTF rate is greater than 5% of the total returns per calendar quarter, calculated by product type across all of the Customer’s devices under a service contract, Zebra will work with Customer to identify the reasons for such excessive NTF and will establish an action plan aimed at reducing the NTF rate to under a 5% threshold (“NTF Threshold”).
- 10.12.2. Should Customer fail to implement the action plan and/or fail to reduce the NTF rate to the NTF Threshold, Zebra reserves the right to charge Customer for servicing the Products at or above the NTF Threshold, based on Zebra’s prevailing Per Incident charges, discontinue support, or take other action as it deems appropriate. Zebra will review the rate of Customer’s returned NTF units at the point of contract expiry. The price for Service Renewal will be impacted if the rate is above the NTF Threshold.
- 10.13. **Damage:** Under Zebra *OneCare* Essential, Zebra reserves the right to monitor the rate of Products returned for repair, which are affected by damage (as described in item 5.1).
- 10.13.1. If the damage rate by product type is greater than 10% of the Customer’s quantity of Products under contract per calendar year across all Customer’s deployed Products, Zebra will work with Customer to identify the reasons for such excessively damaged Products and will establish an action plan aimed at reducing the rate to under a 10% threshold (the “Excessive Damage Threshold”).
- 10.13.2. Should Customer fail to implement the action plan and/or fail to reduce the accidentally damaged Products to below the Excessive Damage Threshold within the following calendar quarter, Zebra reserves the right to invoice Customer for any support charges necessary, based on Zebra’s prevailing charges, discontinue support, or take other action as it deems appropriate. Zebra will review the rate of Customer’s accidentally damaged returned Products at the point of Contract expiry. The price for Service renewal will be impacted if the rate is above the Excessive Damage Threshold.
- 10.13.3. Notwithstanding that the Customer has not reached the Excessive Damage Threshold, where ongoing Accidental Damage is deemed by Zebra to be excessive, systemic or the result of Product mishandling, Customer may be subject to an audit. Customer will incur a repair charge at Zebra’s discretion and prevailing charges for Products deemed by Zebra to have been damaged through improper handling, carelessness or reckless use.
- 10.14. Where Zebra deems that Customer requests for replacements to accessories (items 9.3) are excessive, systemic or the result of Product mishandling, Customer may be subject to an audit. Customer will incur a repair charge at Zebra’s discretion and prevailing charges for accessories deemed by Zebra to have been damaged through improper handling, carelessness or reckless use.
- 10.15. Customer must ensure the removal of styluses, carry cases, SIM cards, SD cards and batteries (unless Customer chooses battery coverage options, see items 8.3 and 8.4) prior to shipping Products to Zebra for repair.
- 10.16. Zebra does not guarantee the protection of Customer’s SIM card software configurations, port key licenses, WEP keys, special configurations, security codes and any other business information (herein referred to as “Customer Confidential Business Information”). As far as legally permissible, Zebra hereby disclaims any and all liability resulting from a failure to safeguard Customer Confidential Business Information.
- 10.17. Zebra shall comply with all applicable Data Protection Legislation and Process any Personal Data as a Data Processor as necessary in order to complete the booking process of the Service Contract and to deliver Services in accordance with the Contract. Customer acknowledges that Zebra shall not be responsible for



any corruption, loss, destruction, alteration or disclosure of Personal Data to the extent that it is caused by Customer, End-User Customer or its Affiliates, or caused by Zebra acting in accordance with the instructions of Customer, End-User Customer or its Affiliates by delivering the Services under the Contract.

- 10.18. This Service does not include the activation of the WAN-enabled device on the Customer's WAN provider's network. If the repair of a WAN-enabled device requires the replacement of the WAN radio, the Customer will need to activate the device on its WAN provider's network.
- 10.19. All Agreements are non-cancellable (although a deletion of some limited number of units of product from an Agreement may be accepted by Zebra, at its sole and absolute discretion, thirty (30) days after receipt of such proposed request for a deletion of a unit for a pro-rata credit of the pre-paid fee for the service of such units). Customer may terminate Annually Billed Contracts of seven (7) year duration (Part Number Z1AE-XXXXXX-7CXX) by providing Zebra with at least ninety (90) days written notice of termination prior to the end of the third and each subsequent year. Annually Billed Contracts of seven (7) year duration may be cancelled by Zebra giving Customer at least ninety (90) days written notice.
- 10.20. If the Service Contract expires after the official end of service life date for the Products, Zebra will use reasonable endeavors to locate and utilize spare parts to complete repairs. In the unlikely event that spare parts cannot be located, Zebra will return the device, unrepaired, to the Customer, and credit the Customer with the pro-rated price of the contract. Zebra will make an offer to Customer to purchase an equivalent new device.
- 10.21. Zebra is not responsible for issues caused by changes made by WWAN carriers, suppliers of WLAN infrastructure, or other third-party software or hardware providers.
- 10.22. **Process for Inbound logistics to Zebra Repair Centers in specific countries**
 - 10.22.1. Countries affected include:
 - 10.22.1.1. All countries in Africa (excluding South Africa),
 - 10.22.1.2. Central Asian Republics,
 - 10.22.1.3. Middle East (excluding Iraq, Libya, Palestine, Pakistan and Yemen),
 - 10.22.1.4. Indian sub-continent (excluding India),
 - 10.22.1.5. Asia-Pacific (excluding Australia, China, Hong Kong, India, Indonesia, Japan, Korea, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand, Vietnam)
 - 10.22.1.6. All Islands worldwide (excluding islands in EU)
 - 10.22.2. Where relevant, Customer is responsible for export declaration for repair out of the user country, re-import declaration after repair back into the user country.
 - 10.22.3. Customer covers the inbound freight cost to the Zebra Repair Center or consolidation point.
 - 10.22.4. Zebra is responsible for the customs declarations (import and export) in the country where the Zebra repair center is located.
 - 10.22.5. Zebra covers the outbound freight cost from Zebra repair center to Customer (excluding customs cost)
 - 10.22.6. Tax Registration Numbers need to be provided for all shipments exceeding \$100.00 USD.
 - 10.22.7. For all Temporary Imports, authorization from the Director of Customs is required prior to shipping of shipment.
 - 10.22.8. The process can take up to 2 weeks. All shipments addressed to individuals are subject to Duties and Taxes as applicable locally.
 - 10.22.9. Request to Return Shipment to Origin is not automatic and needs to be approved by Customs Authorities and may take to a maximum of 5 days.
 - 10.22.10. Any shipment not cleared within 25 calendars will be seized by Customs Authorities.
 - 10.22.11. Effective 1st September 2017, Bonded Storage (BOS), Broker Notification (BN) and Release to Broker (BR) surcharges will be implemented.
 - 10.22.12. Customs clearance must be managed by importer under broker clearance.
 - 10.22.13. No DDP shipment is possible.

10.23. Turnaround Times by country in Asia Pacific region

	Target Turnaround under Essential contract
Australia	3
China	3
Hong Kong	7
India	3
Indonesia	3
Japan	3

Republic of Korea	3
Malaysia	3
New Zealand	3
Philippines	3 (when Zebra provides replacement unit from the spare pool)
Singapore	7
Taiwan	7
Thailand	7
Vietnam	3 (when Zebra provides replacement unit from the spare pool)



11. General Definitions

The following terms definitions govern the scope of the Service described in this Service Description Document:

“Accidental Damage”: Damage to a product caused by an unexpected, unintentional one-off incident or non-deliberate external action.

“Annually Billed Contracts”: Service Contracts which are billed on or about the anniversary of the start date of the contract for its full term.

“Configuration”: Specific parameters that define End-User Customer specific operational design that relies on the specific functionality of such products. Product configuration is variable and is driven by factors including but not limited to End-User Customer’s site-specific information, WLAN or WWAN related parameters.

“Customer”: The entity purchasing the service from Zebra Technologies.

“Data Protection Legislation”: means all state, local, federal and international laws, standards and regulations relating to data security, confidentiality, privacy and breach notification, including the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (“**GDPR**”). Data Protection Legislation includes applicable data protection laws and regulations in existence and all substantially similar legislation once effective. Defined terms, including the terms "Data Controller" and "Data Processor", have the meaning as defined within the corresponding Data Protection Legislation.

“EOL”: EOL, or End of Life, is the date after which a Product is no longer manufactured.

“End-User Customer”: The Customer or the ultimate end user of the Service (if different) whose Products are the object of the Service.

“Mobile Computer”: Handheld enterprise-grade, multi-functional computer Product.

“Personal Data” means, for purposes of this document, information that can reasonably be used to contact or directly or indirectly distinguish a natural person, including name, identification numbers, location data, IP addresses, device identifiers or one or more factors specific to an individual’s physical, physiological, mental, economic, cultural or social identity. For purposes of any applicable Information Protection Legislation, the specific definition of Personal Data (or its equivalent) under the corresponding Information Protection Legislation shall control.

“Process” or “Processing” means any operation or set of operations which are performed on Personal Data or on sets of Personal Data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction. For purposes of any applicable Information Protection Legislation, the specific definition of Process or Processing (or its equivalent) under the corresponding Information Protection Legislation shall control.

“Product”: The mobile devices and scanners purchased from Zebra and includes Software.

“Response Time”: The elapsed time between the initial request and the first response of the Zebra Technical Support representative, measured during the Support Days timeframe.

“RMA”: Return Material Authorization, which is the process and associated form required to be completed in order to get an identification number that will be associated to the Product sent for repair.

“RMA Portal”: The portal for making RMA requests, at www.zebra.com/repair.

“Service”: The **Zebra OneCare Essential** or **Service Center Select** service described in this Service Description Document.

“Service Contract”: The specific Contract, assigned a unique identification number, comprising the Order Acknowledgement, this Service Description Document and the Terms and Conditions.

“Software” means any Zebra-provided machine-readable instructions installed on the Product as shipped to the Customer.

“Spare Pool”: The set of Products that Customer procures and provides to Zebra to manage.

“Support Days”: The days of the week during which Zebra will provide Technical Support, repair, logistics and other technical services in each region as specified in this document.

“Support Portal”: Go to at www.zebra.com/support or www.zebra.com >Support and Downloads >Product Support and Software Downloads. Registration and Login are required.

“Terms and Conditions”: The agreement in force between Zebra (or one of its affiliates) and the Customer governing the purchase of the Service, or in the absence of such agreement the regional Zebra standard terms and conditions of sale included with or referenced in Zebra’s order acknowledgement at <https://www.zebra.com/us/en/terms-conditions.html>.

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