



## Zebra OneCare™ SV for the TC20

### A SPECIAL VALUE LEVEL OF SERVICE AT THE RIGHT PRICE

The availability of your Zebra TC20 mobile computers 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 TC20 — and without defined turnaround times, your device may be out of service for an extended period of time. But now, the right level of service is available at the right price with Zebra OneCare™ SV. This special value level of service provides two years of protection against failure, coverage for normal wear and tear, unmatched from-the-manufacturer online technical support, a Device Diagnostics Tool for onsite troubleshooting and issue resolution, a Support Dashboard to track devices out for repair, priority repair turnaround time, free return shipping and more — all for a fraction of the cost of single, uncovered repair. Protect your critical operations and your TC20 mobile computers with Zebra OneCare SV — the right level of service at the right price.

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

Get the peace of mind that comes with end-to-end coverage for all internal components — from the motherboard and memory to wireless radios, the camera and imager — plus normal wear and tear. The result? Less downtime, no more surprise repair costs — and no unnecessary new hardware purchases.

#### **Around-the-clock 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 TC20 mobile computer to the depot for repair, depot turn-around time is half that of Warranty repairs — 5 days instead of 10<sup>3,4</sup> — with free return shipping. And with our online Support Dashboard, 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 Devices on the Spot with Zebra's Unique Device Diagnostics Tool**

Many device 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 TC20 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.

**FACT SHEET**

ZEBRA ONECARE SV FOR THE TC20 MOBILE COMPUTER

**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 displays and replacement of aging batteries that can no longer hold a full charge.

**At-a-Glance: Zebra OneCare SV**

The comparison below highlights the features this special value service delivers.

FEATURES	WARRANTY	ZEBRA ONECARE SV FOR THE TC20
Term	1 year	2 years
Manufacturer's Defects	1 year	2 years
Wear and Tear Coverage	Not included	Yes, unlimited coverage including functional failure <sup>1</sup>
Repair Turnaround	Minimum of 10 days	5 days in depot <sup>3,4</sup>
Technical Support	90 days: 24x7 online self-service tools	2 years 24x7 online self-service tools
Online Support Dashboard	Not included	Included
Device Diagnostic Service	Not included/not available	Included
Software Updates	90 days	Included
Shipping	Ground only	Return ground shipping included with the option to upgrade to Express Shipping
OPTIONS		
Device Commissioning Option	Not available	Optional <sup>2</sup> (Repaired devices are returned ready-to-use, with all apps and proper settings.)
Display Replacement	Not available	Optional for Zebra OneCare customers, delivered by Zebra
Battery Replacement	Optional, delivered by Zebra or Authorized Service Partner	Optional, delivered by Zebra or Authorized Service Partner
Visibility Services Options	Not available	Optional subscription services for Zebra's Asset Visibility Service (AVS) or Operational Visibility Service (OVS)

1. Does not cover accidental/physical/cosmetic damage or damage due to neglect/abuse.
2. Commissioning Service option is available in NA, EU and select other countries in EMEA.
3. 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.
4. Service feature and/or repair TAT may differ by country. Please contact your Zebra sales representative for details.

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**PROTECT YOUR CRITICAL BUSINESS OPERATIONS AND AVOID  
UNEXPECTED REPAIR EXPENSES FOR LESS WITH ZEBRA ONECARE SV**

**FOR MORE INFORMATION, VISIT [WWW.ZEBRA.COM/TC20](http://WWW.ZEBRA.COM/TC20)  
OR ACCESS OUR GLOBAL CONTACT DIRECTORY AT [WWW.ZEBRA.COM/CONTACT](http://WWW.ZEBRA.COM/CONTACT)**



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