

A hand pointing upwards, with a bright light emanating from the tip of the index finger. The background is a dark blue hexagonal grid with various white line-art icons: a group of people in a circle, a gear with a hand, a gear with arrows, a bar chart with a gear, a shopping cart with a download arrow, a delivery truck, a house, and a person with a magnifying glass.

# SERVICE

## **EASEOFCARE**

SERVICE PROGRAMS

*for Data Capture products*

# EASEOFCARE

## Service Programs


### *for Data Capture products*

ENSURE YOUR PRODUCTS ARE ALWAYS OPERATING AT PEAK PERFORMANCE WHEN YOU NEED THEM THE MOST.

Devices and equipment might face damages and accidental incidents during their lifecycle, thus compromising the continuity of your operations and generating unpredicted costs.

**EaseOfCare programs** help you to maximize the availability of your product while protecting your investment by providing the fastest and fully-trusted repair service.

Depending on how much you want to keep the unpredicted cost under control and how quick you want the device to be up and running again, we offer the program that fits your needs.

|                         |   | Expected Turnaround time<br>(repair working days**) |             |             |            |                    |                          |
|-------------------------|---|---|-------------|-------------|------------|--------------------|--------------------------|
|                         |   | 1   | 2           | 3           | 4          | 5                  | 10                       |
| Type of defect coverage |  COMPREHENSIVE<br>Any defect* in/out of warranty | Next day Comp                                       | 2 days Comp | 3 days Comp | Flexi Comp |                    |                          |
|                         | WARRANTY EXTENSION<br>Factory defects only  |   |             |             |            | Warranty extension | Flexi Warranty extension |

\* Excluding abuse

\*\* Since when the device is shipped to DL repair center

**Comprehensive** programs fully protect your investment against any accidental damages, ensuring the highest level of cost control.

**Warranty Extension** programs reduce the risk of extra cost beyond the standard warranty period.

**3 and 5-Year options** are available at the time of product purchase, with the possibility of annual renewal.

EaseOfCare for Mobile Android devices include **Datalogic Shield** for software and security updates.

Easily create and track the status of your repair request through our [WebRMA tool](#).

## COMPREHENSIVE PROGRAMS



### Next DAY Comprehensive

Minimize the downtime, with no compromise on costs: next-day product replacement delivered with express shipment, spares pool owned and managed by Datalogic, full incident coverage



### 3-DAY Comprehensive

Rapid turnaround time at no extra cost for repair, with full incident coverage and 1-way ground shipment included.



### 2-DAY Comprehensive

Ensure to get your devices up and running in the shortest total lead-time, with no extra cost, thanks to full incident coverage, to 2 days turnaround time and 2-way express shipment included



### FLEXI Comprehensive

The most convenient EaseOfCare comprehensive program that covers any type of damage and offers flexible turnaround time (up to 10 days) and 1-way ground shipment.

## WARRANTY EXTENSION PROGRAMS



### 5-DAY Warranty Extension

Protect your investment from potential extra cost beyond the standard warranty period and benefits from 5 days turnaround time (1-way ground shipment included).



### FLEXI Warranty Extension

The most convenient EaseOfCare Warranty Extension program that offers flexible turnaround time (up to 10 days) and 1-way ground shipment included.

|                            | FLEXI WARRANTY EXTENSION   | WARRANTY EXTENSION  | FLEXI COMP.         | 3-DAYS COMP.        | 2-DAYS COMP.           | NEXT DAY COMP.                        |
|----------------------------|--|---------------------|---------------------|---------------------|------------------------|---------------------------------------|
| Factory defects            | ✓  | ✓                   | ✓                   | ✓                   | ✓                      | ✓                                     |
| Accidental damages         |  |                     | ✓                   | ✓                   | ✓                      | ✓                                     |
| Turnaround time (days)     | Up to 10   | 5                   | Up to 10            | 3                   | 2                      | Same day shipment of a working unit** |
| Shipping                   | 1 way ground return  | 1 way ground return | 1 way ground return | 1 way ground return | 2 way express          | 1w express + 1w ground return         |
| Contract length            | 3 and 5 Year from the start + annual renewal                               |                     |                     |                     |                        |                                       |
| Software updates (Shield)* | ✓  | ✓                   | ✓                   | ✓                   | ✓                      | ✓                                     |
| Battery maintenance***     |  |                     | Optional***         | Optional****        | Available dedicated PN | Optional****                          |
| Geo availability           | Europe, UK, US & Canada, China; Australia. Other by selected opportunities |                     |                     |                     |                        | EU, US, Canada                        |

\* For mobile android only

\*\* The swap unit can be either a new or like-new unit (certified by Datalogic)

\*\*\* When the option is selected, battery is replaced when it's tested as exhausted when the device is sent for repair. Available only in US and EU

\*\*\*\* To be customized based on the deal

