

EASEOFCARE

Service Programs

DATALOGIC'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.

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 upgrade

✦ On line RMA

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.

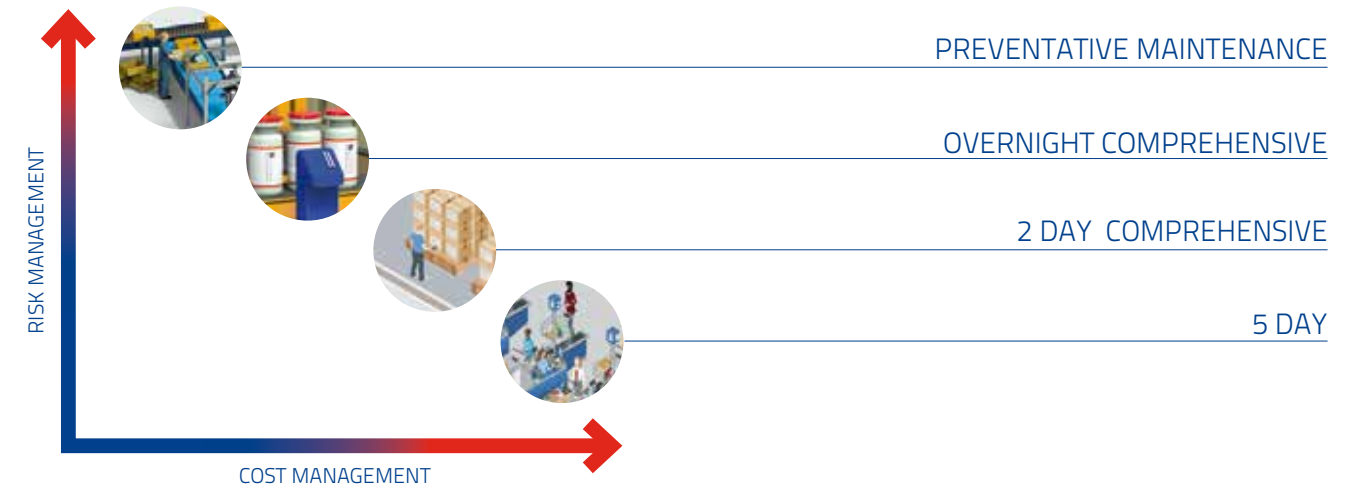
If serial number integrity is important for asset tracking, the 2-day Comprehensive program offers rapid repair turnaround time of the same unit and also covers accidental breakage. Or, if you want to upgrade product embedded warranty coverage, turnaround time and length, the 5-day program offers the alternative to do so. 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 provide you with the right choice to meet your service expectations. The Overnight Replacement Comprehensive program offers 'next business day product replacement' to minimize any downtime.

The EASEOFCARE Service Programs are managed by Datalogic, the same company that designed and manufactured your products, ensuring that you get the best service to protect your technology investment.

	STANDARD WARRANTY	5-DAY	2-DAY COMPREHENSIVE	OVERNIGHT REPLACEMENT COMPREHENSIVE	PREVENTIVE MAINTENANCE
Factory parts and procedures	✦	✦	✦	✦	✦
Selected factory upgrades	✦	✦	✦	✦	✦
COVERAGE					
Defects in material / workmanship	✦	✦	✦	✦	✦
Normal wear and tear		✦	✦	✦	✦
Comprehensive (accidental damages)			✦	✦	✦
TURNAROUND TIME					
10 Business days (typical)	✦				
5 Business days		✦			
2 Business days			✦		
Overnight replacement				✦	
24/48 Hr					✦
TRANSPORT					
One way ground (outbound)	✦	✦			
Two way express			✦		
Two way ground and express				✦	
LENGTH OF TIME					
Annual					✦
3-Year and 5-Year from start		✦	✦	✦	
1-Year renewal (beyond contract or warranty period)		✦	✦	✦	✦

PROGRAMS



PREVENTATIVE MAINTENANCE

OVERNIGHT COMPREHENSIVE

2 DAY COMPREHENSIVE

5 DAY

EASEOFCARE 2-DAY COMPREHENSIVE



- ✦ 2-Business Day Turnaround (Excluding Transit)*
- ✦ Normal Wear & Tear and Accidental Breakage coverage
- ✦ Factory Parts, Procedures and Selected Upgrades
- ✦ Wavelink Avalanche® and Terminal Emulation™ software maintenance for Mobile computers
- ✦ Both Ways Freight paid by Datalogic **
- ✦ 3 and 5-Year Options at time of Sale + Renewals

* In some regions the repair turnaround is 5 days
** in some regions Datalogic pays only for outbound shipment
In some regions this program is not available

EASEOFCARE OVERNIGHT REPLACEMENT COMPREHENSIVE



- ✦ Next Day product replacement
- ✦ Spare pool owned and managed by Datalogic
- ✦ Normal Wear & Tear and Accidental Breakage coverage
- ✦ Factory Parts, Procedures and Selected Upgrades
- ✦ Wavelink Avalanche® and Terminal Emulation™ software maintenance for Mobile computers
- ✦ Both Ways Freight paid by Datalogic
- ✦ 3 and 5-Year Options at time of Sale + Renewals

EASEOFCARE 5-DAY



- ✦ 5-Business Day Turnaround (Excluding Transit)
- ✦ Defects in Materials and Normal Wear & Tear Coverage
- ✦ Factory Parts, Procedures and Selected Upgrades
- ✦ Wavelink Avalanche® and Terminal Emulation™ software maintenance for Mobile computers
- ✦ One Way Return Freight paid by Datalogic (Ground)
- ✦ 3 and 5-Year Options at time of Sale + Renewals

EASEOFCARE PREVENTATIVE MAINTENANCE



The Datalogic Scheduled Preventative Maintenance (PM) Plan offers scheduled maintenance service calls to keep your equipment in peak operating condition.

- ✦ Bi/annual checkups on-site and certified statements of health
- ✦ Scheduled maintenance service calls to keep your equipment in peak operating condition
- ✦ Technical know-how for high technology solutions constantly up-to-date
- ✦ Internal technical staff training both for small maintenance and repair operations and correct system set-up restoration

EASEOFCARE SITE AUDIT PLAN OVERVIEW



The Datalogic Site Audit focuses beyond the basic operation of the scanning equipment. By carefully analyzing all aspects of the systems, including material handling, environmental, and support mechanisms, Datalogic can identify opportunities to increase system performance, system uptime, and throughput maximization.

A Datalogic technician will arrive on site to validate the application, look for material handling issues, and provide feedback to the customer on recommendations to maximize their throughput.

EASEOFCARE TRAINING



The on-site system training provides informal, hands-on training of your personnel, including supervisors and users, by the Datalogic Training Department. The training will include, among other things:

- ✦ Describing in detail operation of the scanner and associated equipment parameters
- ✦ Describing results of system component failures and required actions to return system to normal operation
- ✦ Using proper tools and safety precautions, replacing a malfunctioning component with an existing spare
- ✦ Explaining the procedure for saving/restoring a backup set of scanner parameters to/from a laptop