

Feature At-A-Glance Matrix

The availability of your customers' Zebra devices is key to the success of their business. They require a service plan that ensures maximum uptime, while protecting their critical business operations. Without a service plan, a single repair can cost more than the device itself — and without defined turnaround times, your customer's device may be out of service for an extended period of time.

By providing full support, Zebra services support critical business processes to reduce down time, ensure peak performance and deliver increased operational business outcomes. Zebra OneCare™ offers multiple service levels to choose from, so you can protect your customer's investment while helping them achieve maximum uptime and peak performance.

The matrix below illustrates an at-a-glance overview to help you determine which features are available across the Zebra OneCare Support Services portfolio.

Feature ¹	Zebra OneCare™ Essential	Zebra OneCare™ Select ²	Zebra OneCare™ SV (Selected Printers & Mobile Computers ³)	Technical & Software Support (TSS)
Contract Term Length	3 or 5 years	3 or 5 years	2 years	1, 3 or 5 years
Access to OS Software (OS updates & upgrades)	●	●	●	●
Priority Access Technical Support	M-F, 8am-5pm local time	24/7 support	M-F, 8am-5pm local time	M-F, 8am-5pm local time
Comprehensive Coverage (included for mobile computers, scanners and mobile printers; for-fee option for tabletop printers)	●	●	Wear & tear and functional failure only	
Repair Order Portal for RMA ⁵	●	●	●	
Spares Pool Management ²		●		
Device Commissioning (Application Loading & Configuration Management) ²	Optional	●	Optional	
Depot Repair Turnaround Time (TAT) ⁴	3 business days from depot receipt	Same day shipment of replacement device	5 business days from depot receipt	
Return Shipping	Ground included. Next business day: optional for NA only	Next business day included	Ground included Next business day: optional	

Zebra OneCare™ Support Services

FEATURE AT-A-GLANCE MATRIX



Feature	Zebra OneCare™ Essential	Zebra OneCare™ Select ²	Zebra OneCare™ SV (Selected Printers & Mobile Computers ³)	Technical & Software Support (TSS)
Support Dashboard ²	Enterprise products only	Enterprise products only	TC2x only	
Device Diagnostic Service	Mobile computers	Mobile computers	TC2x only	
Battery Maintenance Service ⁶	Optional	Optional		
Battery Refresh Service ⁷	Optional	Optional		
Device Collection Service	NA: Legacy Psion mobile computers EMEA: Printer products and legacy Psion mobile computers	NA: Legacy Psion mobile computers EMEA: Printer products and legacy Psion mobile computers	Optional for select printers only	
Visibility Services Options (OVS, OVS Connect, AVS) ⁸	Optional	Optional	Optional	

¹ Service availability, Service feature and/or repair TAT may differ by country. Please contact your Zebra sales or service representative for details.

² Available in NA, Mexico, EMEA, ANZ. For availability outside these territories please contact local service representative.

³ Zebra OneCare SV is only available for the following devices: TC2x Mobile Computer, and the GC, GK, GT, TLP 2824, ZD400 Series Desktop Printers, plus EZ320, ZQ110 Mobile Printers.

⁴ Zebra depot turnaround 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 or time waiting for customer response for information.

⁵ Available in NA, EMEA and APAC for mobile computing and scanning products only.

⁶ Available in NA, LA, EMEA only.

⁷ Availability limited outside of NA and EMEA. Please refer to Zebra Sales Representative.

⁸ Not available for non-LinkOS printers.



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