

# EASEOFCARE

## Repair Programs

Datalogic **EASEOFCARE** eliminates concern over unexpected repair bills. Available at time of purchase and with options to fit your needs, **EASEOFCARE** provides exactly the right extended coverage you need.

If your needs require the fastest service, **Overnight Replacement** coverage gets a replacement device on its way for next business day delivery from a Datalogic-managed spares pool. You return the failed device via prepaid ground shipping, and keep the replacement.

With **Second-Day** service, we repair your device within two business days of receipt and we pay for express shipping both ways.

**Courtesy Advance** for laser marking and stationary industrial scanners provides loaner equipment within two business days to keep you up and running while your unit is repaired.

Our economical **Five-Day** service enhances the standard warranty to cover normal wear and tear.

Just fill out our simple on-line RMA form or call our Tech Support number to schedule your repair.

And for Datalogic computers, **EASEOFCARE** now includes **Datalogic Shield™**, which provides robust security lifecycle management for Android devices.

**EASEOFCARE** availability varies by country and region, so please check with your Datalogic Authorized Reseller to determine your coverage options.

- Save over individual device repairs, makes repair costs predictable
- No-hassle coverage for the life of your equipment
- Simple, fast online RMA process
- Committed repair turnaround time
- Datalogic pays for shipping
- New! Datalogic Shield™ security protection for Android OS mobile computers

FEATURE	OVERNIGHT REPLACEMENT	2-DAY	COURTESY ADVANCE	5-DAY	STANDARD WARRANTY
<b>Applicable Device Family</b>					
Mobile Computers	+	+		+	+
Handheld Scanners	+	+		+	+
Fixed Retail Scanners	+	+		+	+
Laser Marking			+		+
Stationary Industrial Scanners	+	+	+		+
Vision Systems					+
Industrial Safety & Sensors					+
<b>Included Services</b>					
Factory parts, procedures	+	+	+	+	+
Select factory upgrades	+	+	+	+	+
Datalogic Shield™ Android OS Updates	+	+	+	+	
<b>Coverage</b>					
Defects in material/workmanship	+	+	+	+	+
Normal wear & tear	+	+	+	+	
Accidental Damage	+	+	+		
<b>Coverage Term Options</b>					
At time of original purchase	3 or 5 years	3 or 5 years	3 or 5 years	3 or 5 years	Varies
Term extensions	Annual	Annual	Annual	Annual	No
<b>Repair time* and pre-paid shipping</b>					
Repair Turnaround	Overnight Exchange*	2 Days	24-48 Hour Loaner‡	5 Days	10 Days (typical)
Inbound from customer	Ground	Express	Express	Per Customer	Per Customer
Return to customer	Express	Express	Ground	Ground	Ground

\*Day refers to a Datalogic business day: Monday-Friday, excluding holidays

\*Permanent replacement with factory refurbished or new part

‡Loaner replacement shipped within 24-48 hours. On return of repaired customer part, loaner is returned to Datalogic via pre-paid Ground transport.

# EASEOFMIND

## Service programs that meet every need

Whether you own a small manufacturing plant or manage a large enterprise, know that Datalogic supports you at all stages of product life with a range of customizable Services solutions.

Our technicians average more than 13 years of experience spanning 2-3 device generations—and through continuous refresher training their knowledge stays fresh. Whatever service need you encounter, Datalogic can help. Your Datalogic Authorized Reseller will help you explore all our Services offerings to find the programs that best meet your specific needs. They are experts at providing details and customizations to keep your Datalogic solution working at peak efficiency throughout its lifecycle.

<b>EASEOFBUILD</b>	Personalized solution design and installation
<b>EASEOFTRAIN</b>	Maximized benefit through continued training
<b>EASEOFPM</b>	Keep equipment in top shape
<b>EASEOFSUPPORT</b>	Technical support options that fit your needs
<b>EASEOFCARE</b>	Extended service plans that fit your budget
<b>EASEOFDEV</b>	Customized development and application management

Datalogic is a global leader in the automatic data capture and process automation markets, specialized in the design and production of bar code readers, mobile computers, sensors for detection, measurement and safety, RFID, vision and laser marking systems. Datalogic solutions help increase the efficiency and quality of processes in the Retail, Manufacturing, Transportation & Logistics and Healthcare industries, along the entire value chain.

Global industry leaders rely on Datalogic products, benefitting high customer service and innovative products offered for over 47 years.

Datalogic is headquartered in Bologna (Italy), employs approximately 3,100 staff worldwide, distributed in 30 countries, with manufacturing and repair facilities in the USA, Brazil, Italy, Slovakia, Hungary and Vietnam. In 2017 Datalogic had a turnover of 606 million Euro and invested over 55 million Euros in Research & Development, with a growing portfolio of over 1,200 patents in multiple jurisdictions.

Datalogic S.p.A. is listed in the STAR segment of the Italian Stock Exchange since 2001 as DAL.MI.

For more information about Datalogic, please visit us at [www.datalogic.com](http://www.datalogic.com).

### Global Technical Support Phone Numbers

United States/Canada	1 (800) BARCODE 1 (800) 227-2633
Italy	+39 0516765611
France	+33 164867100
United Kingdom	+44 1582790020
Germany	+49 6103 9971300-0
Spain	+39 917462860

For other countries, please call the Italy number for service.