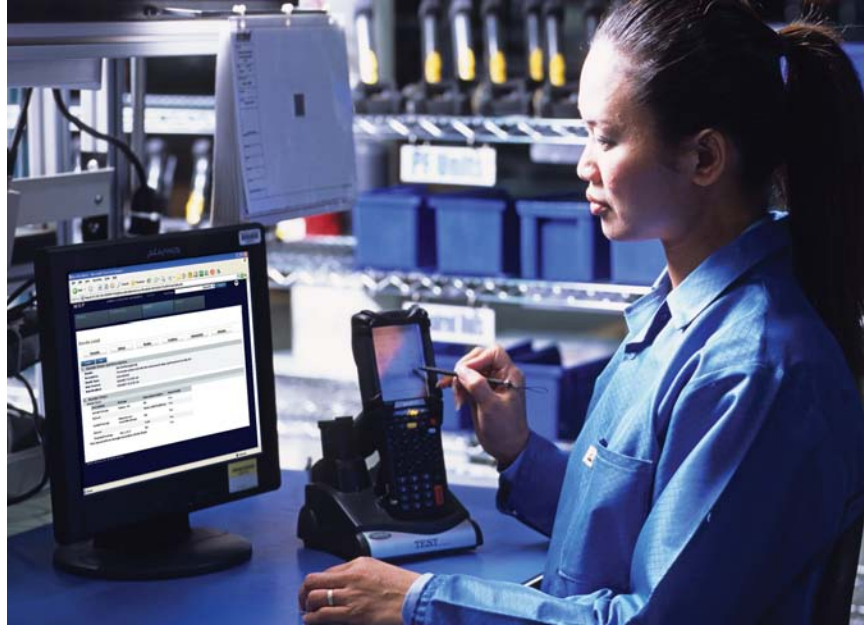




# Symbol ServicePAK



## FEATURES

### **Packaged programs that provide multi-year comprehensive service coverage**

Ensures service coverage and the right level of repair entitlement, plus easy activation

### **Multi-year discount; lower annualized price than with standard service contract**

Single up-front cost provides total peace of mind and significant cost savings with protection that begins from the date of purchase

### **Comprehensive coverage includes normal wear and tear, and accidental breakage during use**

Virtually eliminates any surprise repair costs for a significantly lower TCO; provides advanced investment protection

## **Easy. Fast. Reliable.**

Every day, you count on Motorola enterprise mobility solutions to keep your business running efficiently. Now you can protect your Motorola products against accidental damage, normal wear and tear, and more with Symbol ServicePAKs — convenient, pre-packaged service from Motorola. You enjoy enhanced investment protection and a low total cost of ownership at a very low cost — an outstanding business value.

## **Choice of Service Plans**

From scanners and mobile computers to wireless devices, Symbol ServicePAK has you covered, with Service from the Start with Comprehensive Coverage and Advance Exchange Support.

## **Setting a new standard for support of Mobile Computers**

Protect your mobile computers with one of the most complete service offerings available today — Service from the Start with Comprehensive Coverage. This unique offering provides seamless coverage, with a three-day in-house repair turnaround time and a four-hour response time for escalated calls. Our global support infrastructure ensures fast and dependable turnaround time and prompt telephone technical support. Count on Service from the Start with Comprehensive Coverage for maximum uptime and maximum investment protection for your mobile computers. Now that's true peace of mind.

## **Reduce your support costs for bar code scanners and wireless devices**

With Advance Exchange Support, you no longer need to invest in and maintain your own spares pool, or spend time tracking and managing devices sent in for depot repair. With just one call, you simply receive a replacement device the next day, ready to use right out of the box. Your support needs — and costs — are reduced, freeing your support staff to focus on more critical business tasks. And since comprehensive coverage is included, unpredictable repair costs are eliminated, providing a set fee for service you can count on.

## **Comprehensive coverage - for virtually everything**

Faulty trigger? No problem. Cracked housing? No problem. Scratched exit window? No problem. Symbol ServicePAK includes comprehensive coverage to protect you from the unexpected. Our plans cover repairs to plastics, triggers, exit windows, displays, and other internal and external components damaged through accidental breakage as well as normal wear and tear. At Motorola, we focus on how to get you up and running as soon as possible.

## **Easy Activation**

When you purchase Symbol ServicePAK, you'll receive complete information about your service contract and instructions on how to get started, step-by-step. Easy online activation ensures coverage for the full length of your contract. And because the

**SPECIFICATION SHEET**  
**Customer Services**

SYMBOL SERVICEPAK

**Telephone technical support with fast response time to escalated issues**

Get the answers you need, when you need them with priority call handling

**3-day in-house turnaround<sup>1</sup> time with Service from the Start with Comprehensive Coverage**

Over three times faster than standard warranty coverage — 3 days instead of 10

**Next-business-day delivery of replacement unit<sup>2</sup> with Advance Exchange Support**

Minimizes downtime — you'll be back in business the next day with a like-new replacement

contracts are pre-defined to cover product quantities of 1, 5, 10, or 20, it's easy to select the right combination to cover your devices.

**End-to-end support services**

Count on Motorola Enterprise Mobility Services to go beyond repair, offering a total integrated support solution that encompasses online self-service, telephone support and service centre repair — all backed by our global support infrastructure and proven expertise. When you choose Motorola, you get industry leading response times and a level of expertise that only direct-from-the-manufacturer service can offer. In addition to Symbol ServicePAKs, Motorola Enterprise Mobility

Services offers a complete suite of Advanced Services and Customer Services to provide the end-to-end lifecycle support you need to get and keep your enterprise mobility solution up and running at peak performance — from planning and analysis to implementation and day-to-day support.

For more information or to purchase a Symbol ServicePAK with your bar code scanner, mobile computer, RFID or wireless products, contact your local Motorola representative today.

For additional information about our service programs visit [www.symbol.com/services](http://www.symbol.com/services)

**At-a-Glance: Symbol ServicePAK**

Coverage	Warranty	Service from the Start Advance Exchange	Service from the Start with Comprehensive Coverage
Manufacturer defects only	•		
10-day repair turnaround <sup>1</sup> (minimum)	•		
Comprehensive coverage: normal wear and tear coverage, plus accidental breakage		•	•
Includes all materials, parts, and labor		•	•
Advance equipment exchange and overnight shipping: replacement arrives Next Business Day <sup>2</sup>		•	
3-day repair turnaround <sup>1</sup> (maximum)			•
Engineering Changes applied, keeping product up-to-date		•	•
3/5-year service coverage <sup>3</sup>		•	•
Multi-year discount		•	•
Telephone support with defined response time and escalation path		•	•
Symbol ServicePAK product coverage quantities		1, 5, or 10 devices	1, 10, or 20 devices
Eligible Products <sup>4</sup>		Scanners and Wireless Devices	Mobile Computers

Symbol ServicePAK packages multi-year Service from the Start programs and must be purchased within 30 days of the product purchase. Excluded from coverage is damage to consumables such as batteries and damage caused by natural or man-made disasters such as fires, floods and theft. Product must be operated within its environmental specifications. Complete program details are available from your Motorola Enterprise Mobility business representative.

Symbol ServicePAK is available in the following countries: Austria, Belgium, Bulgaria, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Israel, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, UAE, United Kingdom.

- 1 - Repair turnaround is exclusive of shipping time to and from the Motorola Service Centre.
- 2 - For calls received after noontime (CET), the unit will be shipped the following business day.
- 3 - Service coverage based on the original product warranty length. LS2208 and DS6660X carry five (5)-year terms.
- 4 - Symbol ServicePAK eligible products include the following Symbol and Motorola products:  
*Bar Code Scanners:* DS340X, DS660X, LS2208, LS4208 LS3408, LS7708, LS9203, LS9208, M200X, LS4208; *Wireless Devices:* AP300, AP4131, AP5131, CB3000, ES3000, WS2000, WS5100; *Mobile Computers:* MC1000, MC3000 MC3070, MC3090, MC50, MC70, MC909x-K, MC909X-G, MC909X-S, RS3XX, RS4XX, MC35, VC509X, WT4070, WT4090, Single Slot Cradle - CRDSL1, 4-Slot Cradle - CRDSL4



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