

DATALOGIC™

DATALOGIC MOBILE

SERVICE PROGRAM

EASEOFCARE

www.mobile.datalogic.com/easeofcare

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Customers say...

“Datalogic Mobile Services is a valuable part of the total solution we offer our customers. The quality, responsiveness and flexibility of Datalogic’s service team adds long-term value to our customer’s technology investment. We know we can rely on Datalogic Mobile to provide professional and timely responses to meet our service needs.”

Darlene Hazle,
Vendor Relations,
Professional Datasolutions, Inc.

“Datalogic Mobile’s industry-leading life-cycle maintenance is a strength that helps build and maintain strong channel partnerships. They consistently deliver on their commitments.”

Dan McKnight,
Technical Sales Consultant
Liberty Systems, Inc.

Datalogic Mobile understands that speed is of the essence and offers a wide and complete range of post-sales services to protect your investment in mobile products, making your data capture systems more efficient, by minimising downtime and service costs, plus maximising operator productivity.

The new Datalogic Mobile Service Program is aimed to

- Make your business simpler
- Improve your service levels
- Involve customers into partnerships instead of sales transactions
- Increase your satisfaction
- Reduce your Total Cost of Ownership

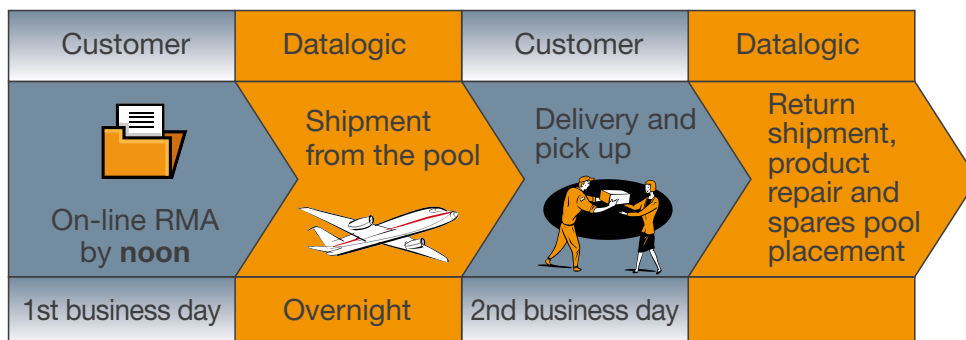
EASEOFCARE Overnight Replacement Comprehensive



This new program offers the fastest possible “next day, plug and play” unit replacement with a spare pool owned and managed by Datalogic Mobile. It covers manufacturing defects, regular wear & tear, incidental damage and includes freight paid both ways with 1-3-5 year plans. It is ideal for customers operating in task critical environments where maximum up-time is required.

Overnight Replacement Comprehensive provides

- Next-day product replacement
- Datalogic Mobile owned spares; no “extra” units to buy
- Datalogic Mobile pays all shipping costs
- Strict conformance using factory parts and procedures
- Regular wear and tear, component and parts failures, and incidental damage are all covered, such as cracked plastics, broken screens and damaged keypads
- Hand straps, battery doors, tethered styluses and screen protectors are also included
- 1 year continuous, 3 year and 5 year coverage
- Wavelink TE and Avalanche software maintenance



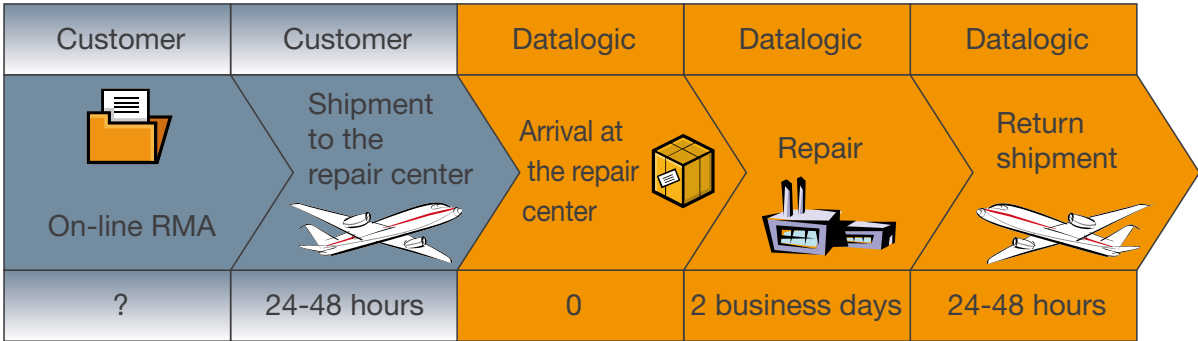
SERVICE PROGRAM

EASEOFCARE 2 day Comprehensive

This full program covers manufacturing defects, regular wear & tear, and incidental damage, for up to 3 – 5 years with a 2-day turnaround time commitment and express courier 2-way shipment. This enhanced level of coverage eliminates unexpected repair costs, helps to lower total cost of ownership and increases your productivity.

EASEOFCARE 2 day Comprehensive provides:

- 2 business day repair turnaround
- Freight paid both ways (2 day air freight US, express shipping Europe)
- Repair to factory operational standards
- Strict conformance using factory parts and procedures
- Regular wear and tear, component and parts failures, and incidental damage are all covered, such as cracked plastics, broken screens and damaged keypads
- Hand straps, battery doors, tethered styluses and screen protectors are also included
- 1 year continuous, 3 year and 5 year coverage
- Wavelink TE and Avalanche software maintenance

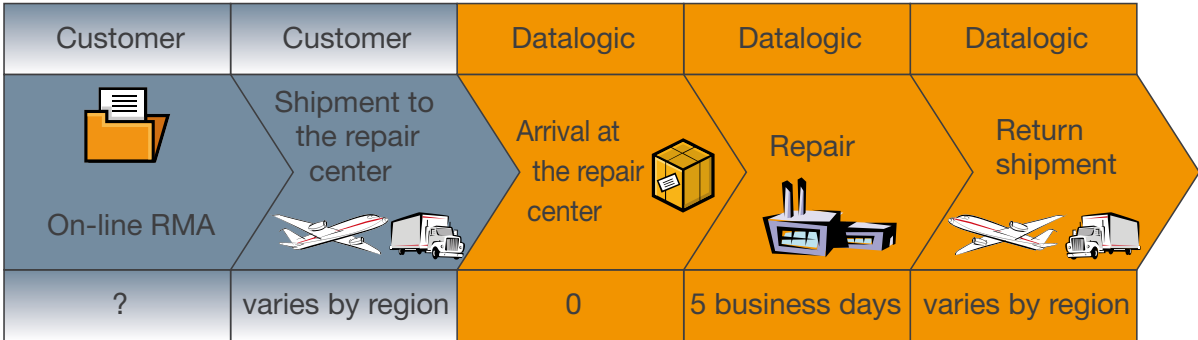


EASEOFCARE 5 day

This program covers manufacturing defects from 1 to 5 years with a 5-day turnaround time commitment and 2-way shipment. It is ideal for customers requiring enhanced repair turnaround and improved cost control.

EASEOFCARE 5 days Standard provides

- 5 business day repair turnaround
- Datalogic Mobile pays for inbound and outbound shipping (Ground US – Express in Europe)
- Repair to factory operational standards
- Strict conformance using factory parts and procedures
- 1 year continuous, 1 year non-continuous, 3 year and 5 year coverage
- Wavelink TE and Avalanche software maintenance



SERVICE PROGRAM



DATALOGIC MOBILE



How to send defective units back for repair

- This can be done either by the customer directly or with the assistance of a Datalogic Mobile partner. Access is via the on line WEB-based RMA to create a new repair request or view the repair status via our Ease of Care website
- Using the WEB-based RMA tool is self explanatory and user-friendly. It guides the user on how to fill in the fields and print the shipping document. The shipping document must be attached to the parcel, before shipping it to our repair site.

EASEOFCARE comparison chart

Coverage	Overnight Replacement Comprehensive	2 Day Comprehensive	5 Day	Warranty	Out of warranty
Manufacturing defects	✓	✓	✓	✓	Flat rate repair
Comprehensive: fair wear & tear, incidental breakage	✓	✓	—	—	—
Tethered stylus, screen protectors and...	✓	✓	—	—	—
All material, parts and labor	✓	✓	✓	✓	✓
Wavelink TE & Avalanche maintenance	✓	✓	✓	—	—
Repair turnaround (business days)	Next day	2	5	10	10
Shipping	Next business day delivery	2-way express	2-way (express or ground)	Ground return	Ground return
Length	1 continuous, 3 or 5 year plans	1 continuous, 3 or 5 year plans	1, 3 or 5 year plans	1 year	Per incident
Annual Continuous	✓	✓	✓	—	—
Telephone support	✓	✓	✓	✓	✓

Datalogic Mobile delivers ongoing satisfaction through key features

- A complete range of services
- Flexibly managed
- Delivering on promised service contract turnaround time
- Repair to original performance specifications
- Direct access to qualified parts, manufacturer knowledge and experience
- Datalogic Mobile pays all shipping
- On-line web-based RMA management and repair status tracking
- Wavelink Maintenance cover is included free of charge over the duration of the EASEOFCARE Agreement.

EASEOFCARE Covered Products

HAND HELD: Formula Wizard™; F734-E and F734-E/RF; Datalogic Memor™; Datalogic Skorpio™; Falcon® 4410; Kyman™; Formula™

PISTOL GRIP: F725-E and F725-E/RF; Datalogic Skorpio Gun™; Falcon® 4420; Kyman™ (gun version)

VEHICLE MOUNT: Rhino-NET™; R Series™

INDUSTRIAL PDA: Datalogic JET™; Pegaso™

EASE OF CARE

Service Programs

The **Ease of Care Overnight Replacement Comprehensive** Program includes:

- ✦ Next-day product replacement
- ✦ Datalogic owns and manages the spares pool on your behalf; no “extra” units to buy
- ✦ Datalogic pays all shipping
- ✦ Normal wear and tear, component and parts failures, and incidental damage are all covered
- ✦ Coverage for damaged battery doors, tethered stylus, hand straps and screen protectors
- ✦ Strict conformance using factory parts and procedures
- ✦ Wavelink TE and Avalanche software maintenance
- ✦ Durations: 3 year, 5 year, 1 year continuous coverage
- ✦ Requires minimum purchase of coverage for 20 units per model type and configuration

The **Ease of Care 2-Day Comprehensive** Program provides:

- ✦ 2 business day repair turnaround
- ✦ Freight paid both ways via Express shipping
- ✦ Normal wear and tear, component and parts failures, and incidental damage are all covered
- ✦ Coverage for damaged battery doors, tethered stylus, hand straps and screen protectors
- ✦ Repair to factory operational and cosmetic standards
- ✦ Strict conformance using factory parts and procedures
- ✦ Wavelink TE and Avalanche software maintenance
- ✦ Durations: 3 year, 5 year, 1 year continuous coverage

The **Ease of Care 5-Day** Program includes:

- ✦ 5 business day repair turnaround
- ✦ Datalogic pays for inbound and outbound shipping via Express
- ✦ Repair to factory operational standards
- ✦ Strict conformance using factory parts and procedures
- ✦ Wavelink TE and Avalanche software maintenance
- ✦ Durations: 3 year, 5 year, 1 year continuous or 1 year non-continuous coverage

Standard Factory Warranty is one (1) year with 10 business day repairs on all serialized products, 90 days for non-serialized products such as batteries and other accessories

3 or 5 years of coverage must be purchased within 60 days of product purchase. **1 year of continuous coverage** is for units that have been continually maintained by Datalogic Mobile via product warranty or maintenance contract. **1 year non-continuous coverage** is available only with the 5 day service level if warranty or maintenance has expired and units must be inspected to be eligible for coverage.

Coverage	Service Program				
	Overnight Replacement Comprehensive	2 Day Comprehensive	5-Day	Factory Warranty	Out of Warranty
Manufacturing Defects	X	X	X	X	Flat Rate Repair
Comprehensive including incidental breakage	X	X			
All Material, Parts, and Labor	X	X	X	X	X
Tether Stylus, Screen protectors, etc	X	X			
Repair Turnaround (Business days)	Next Day	2	5	10	10
Shipping	Next Business Day Delivery	2-Way Express	2-Way Express	Ground Return	Ground Return
Duration	3 or 5 Years	3 or 5 Years	3 or 5 Years	1 Year	Per Incident
Continuous Coverage Renewal	1 year	1 year	1 year		



Euro Service Prices

Service Program	Kyman	F44XX	Pegaso	Skorpio	Memor	Formula	Rhino-Net	R Series
Overnight Replacement Comp 5 Year	€ 765.00	€ 695.00	€ 685.00	€ 635.00	€ 480.00	€ 435.00	€ 1,500.00	€ 1,650.00
	ZSC1NKM51	ZSC1F4451	ZSC1PEG51	ZSC1SKR51	ZSC1MEM51	ZSC1FRM51	ZSC1RHN51	ZSC1RSR51
Overnight Replacement Comp 3 Year	€ 440.00	€ 400.00	€ 395.00	€ 360.00	€ 265.00	€ 250.00	€ 850.00	€ 910.00
	ZSC1NKM31	ZSC1F4431	ZSC1PEG31	ZSC1SKR31	ZSC1MEM31	ZSC1FRM31	ZSC1RHN31	ZSC1RSR31
Overnight Replacement Comp 1Yr Cont	€ 205.00	€ 185.00	€ 180.00	€ 165.00	€ 125.00	€ 120.00	€ 410.00	€ 420.00
	ZSC1NKMC1	ZSC1F44C1	ZSC1PEGC1	ZSC1SKRC1	ZSC1MEMC1	ZSC1FRMC1	ZSC1RHNC1	ZSC1RSRC1
2 Day Comp 5 Year	€ 650.00	€ 535.00	€ 560.00	€ 510.00	€ 395.00	€ 350.00	€ 1,200.00	€ 1,365.00
	ZSC2NKM51	ZSC2F4451	ZSC2PEG51	ZSC2SKR51	ZSC2MEM51	ZSC2FRM51	ZSC2RHN51	ZSC2RSR51
2 Day Comp 3 Year	€ 350.00	€ 305.00	€ 300.00	€ 270.00	€ 210.00	€ 185.00	€ 665.00	€ 735.00
	ZSC2NKM31	ZSC2F4431	ZSC2PEG31	ZSC2SKR31	ZSC2MEM31	ZSC2FRM31	ZSC2RHN31	ZSC2RSR31
2 Day Comp 1 Yr Cont	€ 165.00	€ 145.00	€ 140.00	€ 130.00	€ 100.00	€ 85.00	€ 300.00	€ 350.00
	ZSC2NKMC1	ZSC2F44C1	ZSC2PEGC1	ZSC2SKRC1	ZSC2MEMC1	ZSC2FRMC1	ZSC2RHNC1	ZSC2RSRC1
5 Day 5 Year	€ 415.00	€ 375.00	€ 355.00	€ 325.00	€ 250.00	€ 215.00	€ 750.00	€ 850.00
	ZSN5NKM51	ZSN5F4451	ZSN5PEG51	ZSN5SKR51	ZSN5MEM51	ZSN5FRM51	ZSN5RHN51	ZSN5RSR51
5 Day 3 Year	€ 230.00	€ 210.00	€ 205.00	€ 185.00	€ 135.00	€ 120.00	€ 390.00	€ 455.00
	ZSN5NKM31	ZSN5F4431	ZSN5PEG31	ZSN5SKR31	ZSN5MEM31	ZSN5FRM31	ZSN5RHN31	ZSN5RSR31
5 Day 1 Yr Continuous	€ 120.00	€ 110.00	€ 105.00	€ 100.00	€ 70.00	€ 65.00	€ 200.00	€ 230.00
	ZSN5NKMC1	ZSN5F44C1	ZSN5PEGC1	ZSN5SKRC1	ZSN5MEMC1	ZSN5FRMC1	ZSN5RHNC1	ZSN5RSRC1
5 Day 1 Year	€ 160.00	€ 145.00	€ 140.00	€ 130.00	€ 95.00	€ 85.00	€ 270.00	€ 300.00
	ZSN5NKM11	ZSN5F4411	ZSN5PEG11	ZSN5SKR11	ZSN5MEM11	ZSN5FRM11	ZSN5RHN11	ZSN5RSR11

Service Program	Docks and Chargers					Older Product			
	1 Slot USB/Serial Dock	1 Slot Ethernet/ Modem Dock	4 Slot Dock	4 Slot Charger	Vehicle Dock	F732	F734	F725	DLBJet
Overnight Replacement Comp 5 Year	€ 115.00	€ 170.00	€ 220.00	€ 145.00	€ 150.00	€ 450.00	€ 500.00	€ 505.00	€ 735.00
	ZSC1NKM51	ZSC11ET51	ZSC1F4451	ZSC1MBC51	ZSC1VHD51	ZSC173251	ZSC173451	ZSC172551	ZSC1NJT51
Overnight Replacement Comp 3 Year	€ 60.00	€ 95.00	€ 120.00	€ 80.00	€ 85.00	€ 265.00	€ 280.00	€ 285.00	€ 420.00
	ZSC1NKM31	ZSC11ET31	ZSC1F4431	ZSC1MBC31	ZSC1VHD31	ZSC173231	ZSC173431	ZSC172531	ZSC1NJT31
Overnight Replacement Comp 1Yr Cont	€ 35.00	€ 55.00	€ 65.00	€ 45.00	€ 50.00	€ 125.00	€ 135.00	€ 140.00	€ 190.00
	ZSC1NKMC1	ZSC11ETC1	ZSC1F44C1	ZSC1MBCC1	ZSC1VHDC1	ZSC1732C1	ZSC1734C1	ZSC1725C1	ZSC1NJTC1
2 Day Comp 5 Year	€ 95.00	€ 140.00	€ 180.00	€ 120.00	€ 125.00	€ 390.00	€ 405.00	€ 415.00	€ 590.00
	ZSC2NKM51	ZSC21ET51	ZSC2F4451	ZSC2MBC51	ZSC2VHD51	ZSC273251	ZSC273451	ZSC272551	ZSC2NJT51
2 Day Comp 3 Year	€ 50.00	€ 80.00	€ 100.00	€ 65.00	€ 70.00	€ 200.00	€ 210.00	€ 220.00	€ 330.00
	ZSC2NKM31	ZSC21ET31	ZSC2F4431	ZSC2MBC31	ZSC2VHD31	ZSC273231	ZSC273431	ZSC272531	ZSC2NJT31
2 Day Comp 1 Yr Cont	€ 25.00	€ 45.00	€ 55.00	€ 35.00	€ 40.00	€ 105.00	€ 110.00	€ 110.00	€ 160.00
	ZSC2NKMC1	ZSC21ETC1	ZSC2F44C1	ZSC2MBCC1	ZSC2VHDC1	ZSC2732C1	ZSC2734C1	ZSC2725C1	ZSC2NJTC1
5 Day 5 Year	€ 70.00	€ 115.00	€ 145.00	€ 100.00	€ 105.00	€ 230.00	€ 240.00	€ 260.00	€ 380.00
	ZSN5NKM51	ZSN51ET51	ZSN5F4451	ZSN5MBC51	ZSN5VHD51	ZSN573251	ZSN573451	ZSN572551	ZSN5NJT51
5 Day 3 Year	€ 35.00	€ 60.00	€ 80.00	€ 50.00	€ 55.00	€ 130.00	€ 135.00	€ 140.00	€ 220.00
	ZSN5NKM31	ZSN51ET31	ZSN5F4431	ZSN5MBC31	ZSN5VHD31	ZSN573231	ZSN573431	ZSN572531	ZSN5NJT31
5 Day 1 Yr Continuous	€ 20.00	€ 40.00	€ 45.00	€ 30.00	€ 30.00	€ 65.00	€ 70.00	€ 75.00	€ 115.00
	ZSN5NKMC1	ZSN51ETC1	ZSN5F44C1	ZSN5MBCC1	ZSN5VHDC1	ZSN5732C1	ZSN5734C1	ZSN5725C1	ZSN5NJTC1
5 Day 1 Year	€ 25.00	€ 45.00	€ 55.00	€ 35.00	€ 40.00	€ 85.00	€ 95.00	€ 100.00	€ 150.00
	ZSN5NKM11	ZSN51ET11	ZSN5F4411	ZSN5MBC11	ZSN5VHD11	ZSN573211	ZSN573411	ZSN572511	ZSN5NJT11

Service Part Number is documented below List Price