

# Service Center Programs

## CUSTOMER SERVICES

### Superior Support and Service to Meet Your Business Needs

Symbol Service Center programs ensure maximum performance throughout the lifecycle of your advanced data capture, mobile computer or wireless infrastructure device. Symbol Service Center facilities are fully equipped with the latest tools and applications to deliver the highest level of technical service and expertise.

### Flexibility Built In

Symbol Services offer three levels of support designed to meet your needs and budget. Gold, Silver and Bronze level programs provide a variety of service, turnaround and response time programs, ranging from basic repair to complete out-of-the-box readiness. In addition to standard programs, Symbol Services offer customized Service Center contracts so you can tailor your own support program.

### Consistency and Responsiveness

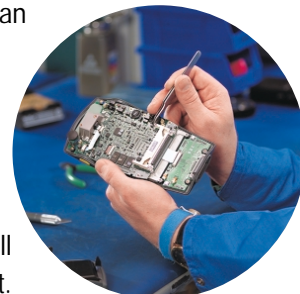
For any of the Service Center support program and options you choose, you'll have total confidence in the accuracy and responsiveness that goes into addressing your concerns.

**Service Center Excellence:** Your equipment is expertly repaired to the original factory specifications with strict adherence to Symbol engineering procedures.

**Technical Expertise Always on Call:** Extensive support for your Symbol products and services is a phone call away to one of many Symbol Support Centers around the world.

The Symbol Global Support Center stands ready to assist customers during normal business hours by telephone or via e-mail, fax or the Web. Optional extended availability provides support up to 24 hours a day, every day of the year.

An experienced support technician works with you to solve your problem. In fact, for Symbol support contract customers 90 percent of the calls to the Global Support Center are answered in 60 seconds or less with a first call resolution rate of over 90 percent.



**A Single Source for Total System Support:** Reduce risk, streamline operations and accelerate your learning curve with a single point of contact for all your support needs. Plus, every Symbol Service Center program includes access to MySymbolCare™, a dedicated Web portal that delivers instant access to your service and support data.



### Why Symbol Support?

Expert repair of your products by the manufacturer to original manufacturing specifications

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Reliable turnaround at a known cost

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Defined response times and escalation paths for telephone support

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State-of-the-art technology for complete diagnosis and testing using the same methods utilized in the manufacture of the product

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All materials, parts and labor included

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Coverage for normal wear and tear

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Defined engineering changes applied

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Your choice of programs to support your specific needs

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Web access to MySymbolCare™, your single point of access to information about your Symbol Services

## Standard Service Center Programs

Use the chart to help determine the best Service Center standard program for your requirements.

Service Center Support	Bronze	Silver	Gold
3-day Turnaround Time <sup>3</sup>	Yes		
24-hour Turnaround Time <sup>3</sup>		Yes	
Express Service <sup>1,3</sup>			Yes
Covers normal wear & use	Yes	Yes	Yes
Include all materials parts and labor	Yes	Yes	Yes
MySymbolCare Web portal	Yes	Yes	Yes
Application loading, battery maintenance, configuration management			Yes
<b>Telephone Support</b>			
Monday – Friday coverage	Yes	Yes	Yes
8:00 a.m. – 5:00 p.m. coverage	Yes	Yes	Yes
4-hour Escalation	Yes	Yes	
2-hour Escalation			Yes

### Other Support Services from Symbol

- ▶ Product Upgrades
- ▶ On-Site System Support

## Custom Service Center Program Options

In addition to the standard Service Center programs, you can opt for a customized contract tailored with the following options:

### Repair Options

- ▶ **Comprehensive Coverage<sup>2</sup>:** Extend the protection of your Symbol hardware to provide for the replacement of plastic components, displays and keyboards damaged during extreme use.
- ▶ **Application Loading:** Symbol stores and reloads software applications onto your terminals at the time of repair.
- ▶ **Battery Maintenance:** Symbol tests and recharges batteries shipped with whole unit repairs to 80% capacity and replaces any batteries that cannot be recharged at a discount.

- ▶ **Configuration Management:** Symbol loads site-specific information such as IP addresses, wireless identifications and frequencies onto products under contract at the time of repair.

### Response Options

- ▶ **Service Center Express:** Can't afford to wait? Initiate same-day shipment of a replacement unit with a phone call.
- ▶ **Expedited Telephone Support and Expanded Hours:** Choose from a number of options including priority one-hour telephone response and weekend, holiday or around-the-clock coverage.
- ▶ **Overnight Air Freight:** Supply Symbol with your airbill account number and your shipments will be sent overnight.
- ▶ **24-hour Turnaround:** Shipped units receive normal Service Center repair with one business-day turnaround.

<sup>1</sup>Customer-supplied spares required

<sup>2</sup>Subject to Symbol's terms and conditions

<sup>3</sup>Turnaround time does not include time in transit

For Symbol Support contact information see:  
[www.symbol.com/services/contactsupport](http://www.symbol.com/services/contactsupport)

Service availability may vary by country.  
 Contact your Symbol representative for more information or visit [www.symbol.com/services](http://www.symbol.com/services).

## About Symbol Technologies

Symbol Technologies, Inc., The Enterprise Mobility Company™, delivers solutions that capture, move and manage information in real time, from the point of activity to the point of decision. Symbol solutions integrate advanced data capture technology, ruggedized mobile computers, wireless infrastructure, enabling software and high-ROI applications from our business partners and Symbol Enterprise Mobility Services. Symbol enterprise mobility solutions increase business productivity and velocity, reduce costs and realize competitive advantage for the world's leading retailers, transportation and logistics companies and manufacturers as well as government agencies and providers of healthcare, hospitality and security. More information is available at [www.symbol.com](http://www.symbol.com).



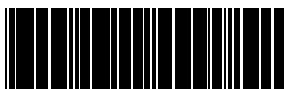
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