

Service from the Start with Comprehensive Coverage

CUSTOMER SERVICES FOR MOBILE COMPUTERS

Setting a new standard for service

Every day, you count on Symbol mobile computers to keep your business running efficiently and cost-effectively. Now, you can protect your Symbol mobile computers against accidental damage, normal wear and tear, and more with one of the most complete service offerings available today — Service from the Start with Comprehensive Coverage. This unique offering provides three years of seamless coverage at the right price, delivering expanded services at a lower cost-per-year. No matter where in the world you are located, our global support infrastructure ensures fast and dependable turnaround times and prompt telephone technical support. Count on Service from the Start with Comprehensive Coverage for maximum uptime and maximum investment protection for your Symbol mobile computers. Now that's true peace of mind.

You're covered—period

Crack the display? No problem. Scratch the outer casing? No problem. Damaged exit window? No problem. Symbol Service from the Start contracts offer comprehensive coverage at no additional cost to protect you from the unexpected. Our plans cover normal wear and tear, as well as repairs to displays, touch screens, plastics, keypads, exit windows, and other internal and external components damaged through accidental breakage. At Symbol, we don't focus on how it happened, but on how to get you up and running as soon as possible.

Choose your turnaround time

With Symbol Service from the Start with Comprehensive Coverage, your call is answered by a support specialist with expertise in your particular product. If resolution is not achieved with that first call, your issue is immediately escalated to the next support tier for response within the time period designated in your service plan. The Bronze service plan offers repair service with a three-day in-house turnaround and a four-hour response time for escalated support calls. Or, you can upgrade to the Gold service plan for a two-hour response time for support calls and advance replacement — including configuration, loading of your applications, and charging of the battery so your replacement units are ready to go, right out of the box. Whichever plan fits your needs, you'll get multi-year complete repair coverage, eliminating 'surprise' repair costs and providing the investment protection you need to reduce your total cost of ownership — true business value.

Convenient Web-based repair request

You can initiate repair quickly and easily, with anywhere anytime convenience. Just log on to our online repair system* to request a Return Material Authorization (RMA) number, print out the shipping documents, and you're on your way. Symbol technicians expertly repair your equipment to original factory specifications and like-new condition.



FEATURES

Comprehensive, no questions asked, coverage includes normal wear and tear, and accidental breakage

Fast turnaround time for all repairs

3-day turnaround for Bronze service

Advance replacement for Gold service

Multi-year discount — annualized price lower than standard service contract

True 'service from the start'

Telephone technical support with fast response time to escalated issues

Online web-based portal: initiate and manage service requests

BENEFITS

Virtually eliminates any surprise repair costs; significantly reduces Total Cost of Ownership

Minimizes downtime; flexibility to choose the service level that best fits your business needs

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

Next business day replacement unit, ready to go right out of the box

Get more for less; more coverage and significant cost savings through a single upfront cost

Peace-of-mind service from the date of purchase

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

Round-the-clock, convenient access for your support needs, including quick RMA requests

Integrated total support plan

Count on Symbol Customer Services to go beyond repair, offering a total integrated support solution that encompasses: web self-service, telephone support, service center and optional onsite repair — all backed by Symbol's global support infrastructure and proven expertise. When you choose Symbol, you get industry leading response times and a level of expertise only 'direct-from-the-manufacturer' service can offer. And by centralizing our service centers, we've achieved the significant cost-savings required to provide you with more — for less: very competitively priced service plans with extended coverage offerings.

For more information or to purchase Symbol Service from the Start with Comprehensive Coverage for your Symbol mobile computers, contact your local Symbol representative.

Symbol Global Services: www.symbol.com/services

Symbol Customer Interaction Center: www.symbol.com/support

* Currently available in the Americas, available in EMEA (Europe, Middle East and Africa) in 2H 2006

Eligible Symbol mobile computers

Service from the Start with Comprehensive Coverage contracts are available for the following Symbol Mobile Computers: MC50 EDA, MC70 EDA, MC1000, MC3000 Family, MC9000 Series.

Be sure to visit www.symbol.com/services/comprehensivecoverage for the most up-to-date list of Symbol mobile computers eligible for this service.

At-a-Glance: Service from the Start with Comprehensive Coverage vs Warranty

Coverage	Warranty	Bronze	Gold
Manufacturer defects only	•		
Covers normal wear and use		•	•
Comprehensive coverage: normal wear and coverage, <i>plus</i> accidental breakage		•	•
Includes all materials, parts, and labor		•	•
10-day repair turnaround ¹	•		
3-day repair turnaround ¹		•	
Advance equipment replacement ²			•
3-year service coverage		•	•
Multi-year discount		•	•
Telephone support with defined response time and escalation path (from time of initial call to escalation to next tier)		• 4-hour response	• 2-hour response
Application loading, battery maintenance, configuration management ³			•

1 - Turnaround time is Symbol "in-house" repair time and does not include time in transit

2 - Requires customer-supplied spares; overnight shipment recommended

3 - Application loading and configuration management require customer input at contract initiation

Service from the Start with Comprehensive Coverage is a multi-year service program that 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 Symbol representative.

About Symbol Technologies

Symbol Technologies, Inc., The Enterprise Mobility Company™, is a recognized worldwide leader in enterprise mobility, delivering products and solutions that capture, move and manage information in real time to and from the point of business activity. Symbol enterprise mobility solutions integrate advanced data capture products, radio frequency identification technology, mobile computing platforms, wireless infrastructure, mobility software and world-class services programs. Symbol enterprise mobility products and solutions are proven to increase workforce productivity, reduce operating costs, drive operational efficiencies and realize competitive advantages for the world's leading companies. More information is available at www.symbol.com



Corporate Headquarters
Symbol Technologies, Inc.
 One Symbol Plaza
 Holtsville, NY 11742-1300
 TEL: +1.800.722.6234
 +1.631.738.2400
 FAX: +1.631.738.5990

For Asia Pacific Area
Symbol Technologies Asia, Inc.
 (Singapore Branch)
 Asia Pacific Division
 230 Victoria Street #05-07/09
 Bugis Junction Office Tower
 Singapore 188024
 TEL: +65.6796.9600
 FAX: +65.6337.6488

For Europe, Middle East and Africa
Symbol Technologies
 EMEA Division
 Symbol Place, Winnersh Triangle
 Berkshire, England RG41 5TP
 TEL: +44.118.9457000
 FAX: +44.118.9457500

For North America, Latin America and Canada
Symbol Technologies
 The Americas
 One Symbol Plaza
 Holtsville, NY 11742-1300
 TEL: +1.800.722.6234
 +1.631.738.2400
 FAX: +1.631.738.5990

Symbol Website
 For a complete list of Symbol subsidiaries and business partners worldwide contact us at:
www.symbol.com
E-mail
info@symbol.com



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