



Global Service Program with a Local Touch

Keep Your Operation Running at Peak
Performance without Breaking Your Budget


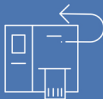

**Stronger
Together**

TSC Printronix Auto ID's **Global Service Program** enables users to protect their investments and ensures barcode printers are always in working condition. In this program three types of service are provided: **On-Site Service, Return Printers to Depot and Return Parts to Depot. The Service Program is an extension, or enhancement, of the original factory warranty.** With the same coverage, you can choose to extend the service based on the standard factory warranty with different time frame to protect your printers for more years. To have a top-to-bottom, inside-out preventative care of your investments, Comprehensive Warranty is the best choice.

One Program, Flexible Options

Our Global Service Program provides a set of pre-determined, fixed cost services and support throughout the years to keep printer in proper working condition by planning and budgeting all the service needs. We offer a full line-up contract duration of up to five years to enhance the protection. We recommend to choose and purchase the right service at the time the printer is purchased. This way, you can enjoy the selected service at value price.

Service Offerings At-a-Glance

Service Type	Factory Warranty	 On-Site Service		 Return Printers to Depot		 Return Parts to Depot ¹	
		Standard	Comprehensive ²	Standard	Comprehensive ²	Extended (from Standard)	Comprehensive
Contract Type	Standard	Standard	Comprehensive ²	Standard	Comprehensive ²	Extended (from Standard)	Comprehensive
At Time of Purchase ³	–	1Y 2Y 3Y 4Y 5Y		3Y 4Y 5Y		3Y 4Y 5Y	2Y 3Y 4Y 5Y
Turnaround Time ⁴	10~12 Business Days	Next Business Day		7~10 Business Days			
Technical Phone Support ⁵	Business Days						
Return Shipping ⁶	Free	–		Free			
All Parts and Labor	Excludes TPH, accessories, batteries	Excludes TPH, accessories, batteries	Excludes accessories, batteries	Excludes TPH, accessories, batteries	Excludes accessories, batteries	Excludes TPH, accessories, batteries ⁷	Excludes accessories, batteries ⁷
Recover Damage Affecting Normal Printer Function	–	–	V	–	V	–	V

¹ For certified partner only.

² The Comprehensive Program availability may vary by region.

³ You can add any service within 30 days after the purchase of a printer from TSC Printronix Auto ID.

⁴ Turnaround time is based upon the date of receipt. It may vary by region.

⁵ Technical phone support depends on the region and location.

⁶ Customers are responsible for shipping costs to our service centers or facilities.

⁷ Not including the labor of the assembly and disassembly.

Warranty Coverage



Below provides a quick glimpse about the the coverage that each contract type covers.

Coverage	Symptoms	Standard / Extended Warranty	Comprehensive Warranty
Mainboard/Electronics Parts	Failure	V	V
Wi-Fi/ Bluetooth Module	Failure	V	V
Mechanical Parts	Broken/Cracked	V	V
Chassis	Broken/Cracked	—	V
Keypad	Failure/ Broken	V	V
	Missing	—	V
Print Head	Normal Wear	※ ¹	V
	Physical and/or Accidental Damage ²	—	V
Platen Roller	Normal Wear	※ ¹	V
	Physical and/or Accidental Damage ²	—	V
LCD Display	Failure	V	V
	Appearance Broken and/or Cracked	—	V
Battery	Failure/Capacity Attenuation	※ ¹	※ ³
Accessories	Failure/Broken	※ ¹	※ ¹

Exclusion:

The warranty coverage has the following exceptions:

- Parts that have been misused, altered, neglected, handled carelessly, or used for purposes other than those for which they were manufactured.
- Damage resulting from accident, acts of nature (lightning), fire or damage resulting from unauthorized service.
- Modified or unauthorized parts.
- Any defects in a printer to the extent that these are due to the use of defective or inappropriate supplies with the printer or any defect or error in any unauthorized software used on, or in association with, the printer.
- Printer failures caused by water intrusion or component failures caused by excessive humidity within the printer.
- Accessories, options (field installable kit), batteries.
- If you have any inquiries regarding Comprehensive Warranty coverage, please contact your local sales representative.

Restriction:

- Follow the limited factory warranty of each model.

¹ Follow the factory warranty applied to all models.

² If the number of TPH/Platen Roller/Chassis replacements during the comprehensive contract term is excessive, an audit will be conducted to determine the reasons and apply the corresponding corrective action.

³ Available in North America, only for selected mobile printers.

Enhancement Service Options Provide Total Protection



On-Site Service

On-Site Service is a fast and convenient way to ensure operation is up and running at all times. Our technicians will travel to your location to get printer back to optimal performance. All labor and travel for the repair are included. Under this service agreement, all TSC Printronix Auto ID's printers receive the following at NO ADDITIONAL COST:

- A service technician will arrive the next business day after a service call to most locations¹
- On-site response with parts is readily available
- TSC Printronix Auto ID will cover ALL parts²
- All TSC Printronix Auto ID genuine parts and labor³
- All travel cost for the repair is included¹



Return Printers to Depot

Reduce the hassle of hardware issues with the Return Printers Service. Ship or deliver the failed unit to our service center that is closest to you, and enjoy delivery of a fully operational unit to your location¹. The Return Printers Service comes with:

- All parts and labor²
- Required repair of non-functioning equipment
- Cleaning and adjustment
- Complete preventative maintenance
- Return shipping at no cost
- Turnaround of 7-10 business days after date of receipt
- Engineering updates are automatically applied



Return Parts to Depot

(Return Parts to Depot is for certified partners only)

Adding Return Parts service at the point of purchase is an effective way of protecting the printer. **Return Parts to Depot** contains two options—**Extended Warranty** and **Comprehensive Warranty**.

With different parts coverage, you can select the right option. The Return Parts to Depot service also guarantees that **certified and trained technicians** will only use **genuine new TSC Printronix Auto ID's parts**. The service also includes technical support and diagnosis **by phone or email** to determine if the issue can be resolved at the point of failure.

Easy to Purchase

Consult your local sales representative for pricing and service details before deciding on a service. After the consultation, simply inform your sales representative at the time of printer purchase, which is a hassle-free way to do things. As additional requests aren't included in our Global Service Program, feel free to reach out to your local sales representative as well.

¹ Service availability & office hour depends on the region and location.

² For detail terms and conditions, please refer to "Warranty Coverage" table in the brochure.

³ Does not apply to third-party service providers.

