

 **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

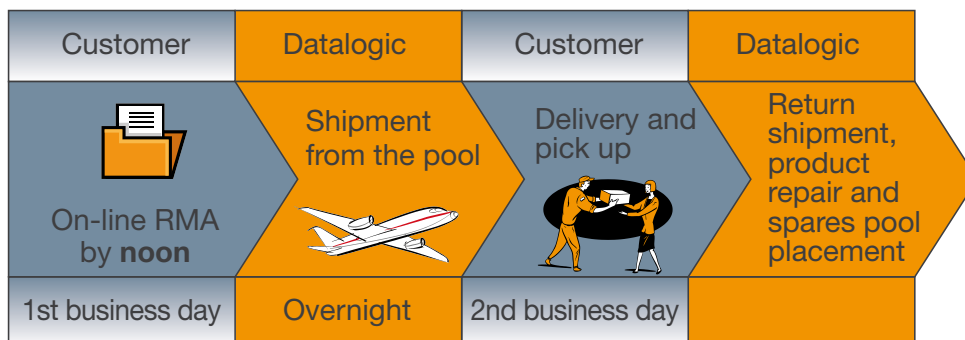
EASEOFCARE Overnight Replacement Comprehensive



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

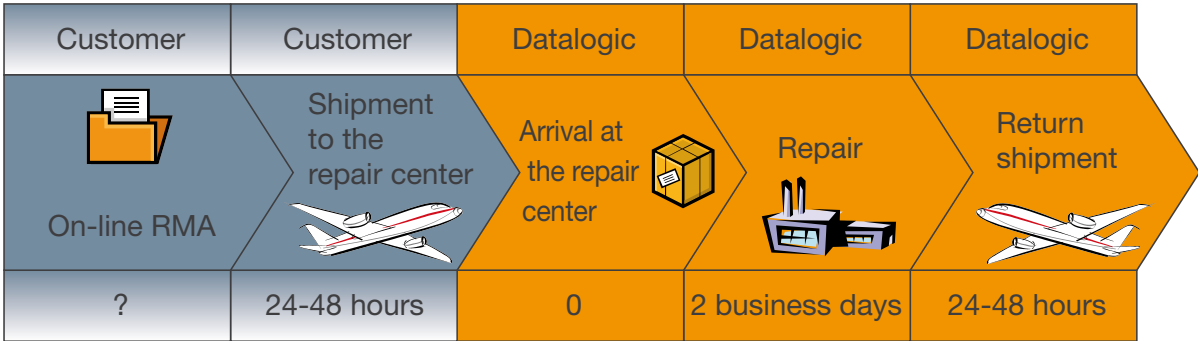


EASEOFCARE 2 day Comprehensive

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

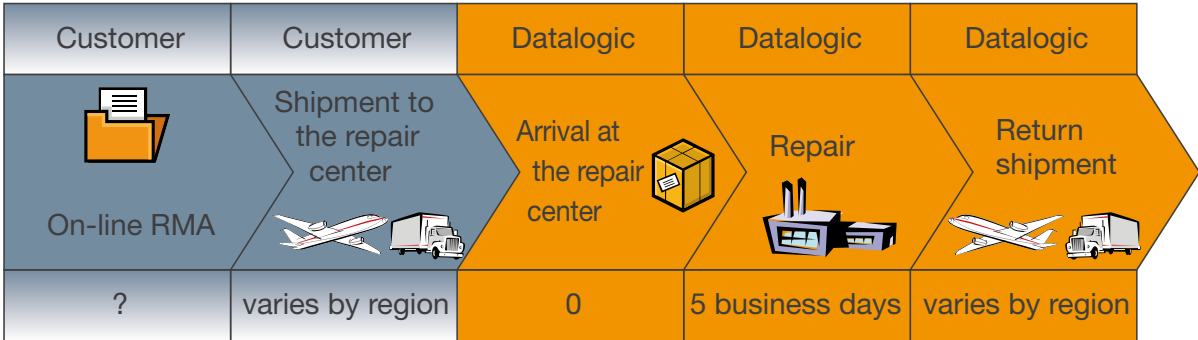


EASEOFCARE 5 day

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



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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™