

Service from the Start with Comprehensive Coverage for Motorola Mobile, Scanner and Wireless Products



VISION*iD*[®]

integrating people, products and processes



**Motorola makes
comprehensive coverage
even more complete**

Does Your Service Contract Cover This?



MC3000 Series

Or This?

Motorola's Service from the Start with Comprehensive Cover **DOES!**

Cost to repair without Comprehensive Cover?

€300+

Cost for Comprehensive Cover 3 years

€47.37

(or €1.32 per month)

Motorola's Service from the Start with Comprehensive Cover **DOES!**

Cost to repair without Comprehensive Cover?

€1,000+

Cost for Comprehensive Cover 3 years

€242

(or €6.72 per month)



LS/DS3400 Series

Or This?

Motorola's Service from the Start with Comprehensive Cover **DOES!**

Cost to repair without Comprehensive Cover?

€1,000+

Cost for Comprehensive Cover 3 years

€330

(or €9.16 per month)



MC9000 Series

Service from the Start now includes comprehensive coverage at no additional charge on the Motorola Mobile Computing, Wired Scanners and WT4000 product range! Goes beyond "normal wear and tear" to include displays, plastics, exit windows etc.

Covers damage caused by extreme usage, in short:

YOU'RE COVERED, PERIOD!

Service from the Start with Comprehensive Cover

Setting a new standard for service

Every day, you count on Motorola Mobile Computers and Scanners to keep your business running efficient and cost effective. Now, you can protect your Motorola products 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 cover.

This unique offering provides seamless coverage at the right price, delivering expanded services at a lower cost-per-year. No matter where in Ireland you are located, our support infrastructure ensures fast and dependable turnaround times.

Warranty Defined

"Warranty provides for product repair when a component(s) fails due to a defect in workmanship and materials, which occurs within a specified period of time from the product's original date of manufacture.

A warranty does not carry the same entitlement as a service contract."

For Motorola's range of Mobile Computers and Scanners we offer three levels of service: Bronze, Advanced Exchange and Fastrak. These packages are designed to offer customers the best levels of support for their needs.

Comprehensive coverage extends normal wear and tear coverage by including accidental breakage during normal use. Motorola will repair or replace covered external plastics, cosmetic imperfections, displays, keyboards, exit windows, triggers and faulty internal devices that are damaged during normal use.

Service from the Start with Comprehensive Coverage At A Glance

Coverage	Warranty	Bronze	Advance Exchange	Fastrak (Mobile Devices Only)
Manufacturer Defects Only	✓	✓	✓	✓
Covers normal wear and tear		✓	✓	✓
Comprehensive Coverage: normal wear and tear plus accidental breakage		✓	✓	✓
Replaces missing or damaged styluses, screen protectors, hand straps, battery doors (where applicable)		✓	✓	✓
Includes all materials, parts and labour		✓	✓	✓
10 day repair turnaround (1)	✓			
3 day repair turnaround (1)		✓	✓	✓
Advance equipment replacement (2)			✓	✓
3 year service coverage (3)		✓	✓	✓
Multi-year discount		✓	✓	✓
Telephone support with defined response time and escalation path (from time of initial call to escalation to next tier)		✓	✓	✓
Application loading, battery maintenance, Configuration management (4)				✓

(1) Turnaround time is Motorola "in-house" repair time and does not include time in transit.

(2) Requires consumer-supplied spares; overnight shipment recommended.

(3) Service coverage for the MC35 is two years.

(4) Application loading and configuration management require customer input at contract initiation.

Note:

Service from the Start with Comprehensive Coverage is a multi-year 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 our Service & Support Department.

You're covered

Cracked the display? No problem. Scratch the outer casing? No Problem. Damaged exit window? No problem. 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.

Protect your investment in Motorola hardware for just a few Cents per day!

Product	Service from the Start	Annual Cost	Monthly Cost
DS340x	€47.37 (3 years)	€15.79/year	€1.31/month
DS660x	€39.34 (5 years)	€7.90/year	€0.66/month
LS2208	€20.07 (5 years)	€4/year	€0.33/month
LS3408	€47.37 (3 years)	€15.79/year	€1.31/month
LS4208	€29.70 (5 years)	€5.94/year	€0.49/month
LS7708	€46.57 (3 years)	€15.52/Year	€1.29/month
LS9203	€22.48 (3 years)	€7.49/year	€0.62/month
LS9208	€28.10 (3 years)	€9.36/year	€0.78/month
MC1000	€109.00 (3 years)	€36.33/year	€3.03/month
MC3000	€242.00 (3 years)	€80.66/year	€6.72/month
MC75	€349.00 (3 years)	€116.33/year	€9.69/month
MC9000	€330.00 (3 years)	€110.00/year	€9.16/month

Just take a look, at our breakdown, Service from the Start (Bronze) will cost you cents per month but can save you hundreds.

Please call our Service & Support Department for latest pricing. Yearly and Monthly examples are for illustrative purposes only. Service from the Start Advance Exchange Support is only available in multi-year increments sold, and paid for, upfront with the product.





Bryan Steedman

Service & Support
Division Manager

Mobile: +353 (0)87 120 0690
E-mail: bsteedman@visionid.ie
Web: www.visionid.ie/service

Service And Support Department

At VisionID, our number one priority is to ensure that we maintain state-of-the-art Service and Support for all our customers. To accomplish this, VisionID has a designated team of Engineers to provide all your needs with our new Service and Support Department.

VisionID not only guarantees great products, it also offers several service options for its customers. The Service and Support Department can offer on-site and workshop repairs, consultancy on configurations, set-ups and for complete peace of mind, service contracts that will provide customers with preventative maintenance and breakdown cover. We can also offer manufacturer service plans on mobile computers and scanning equipment. VisionID engineers are the best trained in the business and all are accredited by our manufacturing partners.

Non-Contract Maintenance

VisionID's Service Centre offers on-site preventative maintenance and repair works for equipment not covered through VisionID's service plans. For this service there is an initial call out charge and an hourly rate, parts and print head charges where applicable.

It is VisionID's policy to prioritise contract call-outs over non-contract. However, VisionID will ensure that an engineer calls to your premises at the earliest opportunity.

Depot Maintenance Contracts

If you do not require an on-site maintenance contract and have equipment that needs servicing or repairing, this can be sent to VisionID's Service Department.

From our Central Service centre in Clonmel, our highly trained in-house engineers can repair and service equipment. Our Depot Service Plan will give a speedy turn around for all your repairs and service needs. Depot Service Plans include all non-consumable parts, labour and standard return shipping charges.

We also offer a non-contract depot repair, which offers the same excellent level of service, excluding cost of non-consumable parts, labour and standard shipping.

Contact our dedicated Service & Support team today on +353 (0)52 81858 alternatively you can e-mail them support@visionid.ie



integrating people, products and processes

Head Office:

Carrigeen Business Park, Powerstown, Clonmel, Co. Tipperary, Ireland
Telephone: +353 (0)52 81858 Facsimile: +353 (0)52 81860
Email: info@visionid.ie

Limerick Office:

Unit 1D, Annacotty Business Park, Annacotty, Co. Limerick
Telephone: +353 (0)61 514 683 Facsimile: +353 (0)61 749 873
Email: midwest@visionid.ie

Dublin Office:

3013 Lake Drive, Citywest Business Campus, Dublin 24, Ireland
Telephone: +353 (0)1 524 1586 Facsimile: +353 (0)1 443 0560
Email: dublin@visionid.ie

Northern Ireland Office:

20 Adelaide St. Belfast, BT2 8GB, Northern Ireland
Telephone: +44 (0)28 9099 8504
Email: ni@visionid.co.uk

www.visionid.ie