

# Service from the Start Advance Exchange Support

## CUSTOMER SERVICES FOR SCANNERS

### Get maximum uptime with next-business-day replacement at a minimal cost

Symbol bar code scanners are a critical part of your business, keeping the workday running smoothly at the cash register, in the warehouse, at the loading dock, patient bedside, and more. Ensure maximum uptime with Symbol's Advance Exchange Support. With just one call, this cost-effective multi-year coverage plan provides the next-business-day replacement you need to keep your business running smoothly and productively — no questions asked. Minimize the high cost of device and employee downtime in your business — with Advance Exchange Support. You enjoy complete investment protection and a low total cost of ownership at a very low cost — an outstanding business value.

### Reduce your support costs

With Advance Exchange Support, you no longer need to invest in and maintain your own spares pool, or spend time tracking and managing devices sent in for depot repair. Regardless of what is wrong with your scanner, you simply receive a replacement device the next day, ready to go right out of the box. Your support needs — and costs — are reduced, freeing your support staff to focus on more critical business tasks. And since accidental breakage is covered, unpredictable repair costs are eliminated, providing a set fee for service you can count on.

### Comprehensive coverage – for virtually everything

Missing trigger? No problem. Cracked housing? No problem. Scratched exit window? No problem. With Advance Exchange Support, built-in comprehensive coverage protects you from the unexpected. Our plans cover normal wear and tear, as well as repairs to plastics, triggers, exit windows, and other internal and external components damaged through accidental breakage. Regardless of why your device needs repair, you can count on being back in business the next business day. We even cover all the shipping costs both ways — for the return of your defective scanner to Symbol as well as the overnight shipping costs for your replacement.

### End-to-end support services

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 depots, we've achieved the significant cost-savings required to provide you with more — for less: very competitively priced service plans with extended coverage offerings.



#### FEATURES

Next-business-day delivery of replacement unit <sup>1</sup>

One call does it all; replacement unit shipped from Symbol's own spares pool

Comprehensive coverage includes normal wear and tear, and accidental breakage during use

Multi-year discount; lower annualized price than with standard service contract

True 'service from the start'

Telephone technical support with fast 1-hour response time to escalated issues

#### BENEFITS

Minimizes downtime—you'll be back in business the next day with a like-new replacement

Simplifies equipment maintenance — enjoy the benefits of overnight device replacement without having to purchase, maintain, or track extra equipment

Virtually eliminates any surprise repair costs for a significantly lower Total Cost of Ownership; provides complete investment protection

Get more for less; significant cost savings with single upfront cost

Provides total peace of mind with protection that begins from the date of purchase

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

In addition to Advance Exchange Support for scanners, Symbol offers a complete suite of Professional and Customer Services to provide the end-to-end lifecycle support you need to get and keep your Symbol mobility solution up and running at peak performance – from planning and analysis to implementation and day-to-day support.

For more information or to purchase Advance Exchange Support for your bar code scanners, contact your local Symbol representative today.

Symbol Global Services: [www.symbol.com/services](http://www.symbol.com/services)

Symbol Customer Interaction Center: [www.symbol.com/support](http://www.symbol.com/support)

### Eligible Symbol bar code scanners

Advance Exchange is available for the following Symbol bar code scanners: DS340x, DS660x, LS2208, LS340x, LS4208, LS7708, LS9203, LS9208, M200x.

Be sure to visit [www.symbol.com/services/advanceexchange](http://www.symbol.com/services/advanceexchange) for the most up-to-date list of Symbol scanners eligible for this service.

## At-a-Glance: Service from the Start with Advance Exchange Bronze vs Warranty Coverage

Coverage	Warranty	Bronze
Manufacturer defects only	•	
Comprehensive coverage: normal wear and tear coverage, plus accidental breakage		•
Includes all materials, parts, and labor		•
10-day repair turnaround <sup>2</sup>	•	
Advance equipment exchange		•
Overnight shipping: replacement arrives Next Business Day <sup>1</sup>		•
Engineering Changes applied, keeping product up-to-date		•
3/5-year service coverage <sup>3</sup>		•
Multi-year discount		•
Telephone support with defined response time and escalation path		• 1-hour response

1 - For calls received after noontime (based on the customer's time zone in the Americas, and on CET in EMEA – Europe, Middle East and Africa), the unit will be shipped the following business day.

2 - Repair turnaround is exclusive of shipping time to and from the Symbol Service Center

3 - Service coverage based on the original product warranty length

Advance Exchange is a multi-year Service from the Start 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.

Please contact your local Symbol Sales or Service Representative as service availability can vary worldwide by country.

## 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](http://www.symbol.com)



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