

UnitCare, at a glance

Coverage	Standard Warranty	Extended Warranty	Comprehensive
Manufacturer Defects	•	•	•
Covers normal wear and tear			•
Covers accidental breakage			•
Includes all materials, parts and labor	•	•	•
Multi Year Discount		•	•
Covers cables, power supplies and batteries			•
Typically 15-days repair turnaround	•		
5-days repair turnaround		•	
0-days / Depot @ Customer site*			•
Guaranteed value buy-back @ end of 5y			• /plus
Direct contact to support/service centre		•	•

	1 year	2 year	3 year	5 year
Standard Warranty	•			
Extended Warranty		•	•	
Comprehensive			•	•
Guaranteed 10% value buy-back				• plus

* For 100 Units+ installations the depot will be at customers site. Below this quantity Unitech or Unitech Partner will keep depot to support quick-swap.

Applicable products

Please check on www.unitcare.info or unitcare.unitech-europe.com for eligible products.

UnitCare is available in the following countries

Extended warranty: Europe, Russia, Africa.

Comprehensive: EU-member states only, others on request.

Exact UnitCare Terms and Conditions are available for download on www.unitcare.info including all specific details on the information provided into this brochure.

UnitCare contracts must be purchased within 30 days following product purchase. Complete program details are available from your Unitech representative or on www.unitcare.info

Specifications subject to change without notice. Copyright 2008 Unitech Electronics Co., Ltd. All rights reserved. Unitech is a registered trademark of Unitech Electronics Co., Ltd. All product and company names are trademarks, service marks, or registered trademarks of their respective owners. VE NOV 2008



point of care

In business landscape we all can identify many different challenges such as Logistics, Technical, Sales and Support. You constantly have to reset your beacons and trying to grow and overcome these challenges.

On your way to unknown heights you need to deliver peak performances and you need to be in full control.

Loss of control in mountaineering won't lead to efficiently reaching the top; Loss of control in business will lead to interruption of improvements in Logistics, Field Service, Retail and Healthcare. Using Unitech equipment allows you to reset your beacons and overcome these challenges, and most importantly - **you are in control!**

Understanding the business and service needs of each industry where Unitech's mobile computers are running has been the base of UnitCare, a complete package of service levels offering business continuity. UnitCare will keep your mobile computers running at peak performance.

Unitech's service program, UnitCare, offers customers a high level of security by a reliable, high-quality and effective program for getting your devices serviced quickly. It also drives the hidden costs out of your installations.

UnitCare is an answer to customer demands to keep operations running efficiently as well as cost effectively, resulting in an increase of customer satisfaction. UnitCare goes beyond the standard warranty, with a complete service offer for different needs, ranging from the UnitCare Extended Program, for customers who want to be secured by the manufacturer for longer than standard warranty period only to the UnitCare Comprehensive Program, covering the manufacturer's defects, normal wear and tear of the devices as well as accidental breakage during 3 to 5 years of the installation.

UnitCare Extended Warranty

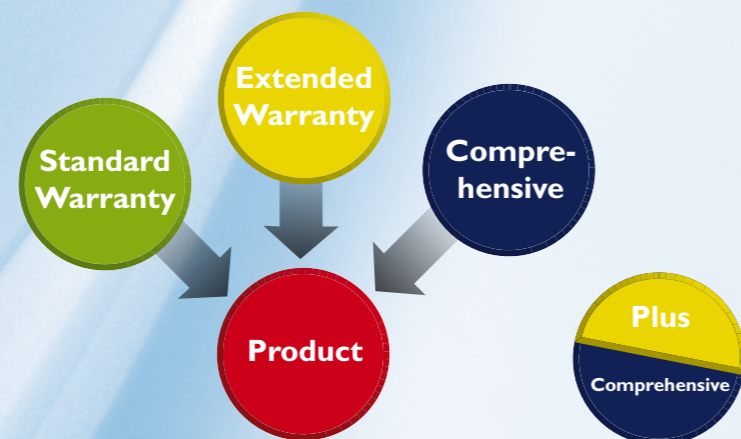
UnitCare Extended Warranty extends your default warranty up to 3 years, providing easiness on service and maintenance and assuring a guaranteed return time of 5 days.

UnitCare Comprehensive

UnitCare Comprehensive coverage includes normal wear and tear, and accidental breakage during use virtually eliminates any surprise repair costs for a significantly lower TCO.

UnitCare Comprehensive Plus

UnitCare Comprehensive Plus will give a guaranteed percentage of buy-back at the end of your 5 years deployment. It reduces the Total Cost Ownership and at the same time allowing you lifting your installations up to the next stage of technology available at that time.



UnitCare, we take care of your unit

Easy. Fast. Reliable.

Now you can protect your units against accidental damage, normal wear and tear, and more with UnitCare - convenient, pre-packaged service direct from Unitech. You enjoy enhanced investment protection and a low TCO (total cost of ownership) at a very low cost - an outstanding business value.

Easy Activation

Easy online activation ensures coverage for the full length of your contract. And because the contracts are pre-defined to cover every product quantity, it's easy to select the right combination to cover your devices.

Choice of Service Plans

UnitCare has you covered, with UnitCare Comprehensive and UnitCare Extended Warranty programs fitting exactly your business requirements. Start with it from your first deployment.

End-to-end support services

Unitech Service programs are there to go much further than repairs only, offering a total integrated support solution that including online self-service, product support as well as service centre repair, backed by our global support infrastructure and proven expertise. When you choose Unitech, you get the level of expertise that only direct-from-the manufacturer service can offer.

Setting the standard for support

Protect your units with one of the straightest forward, complete and powerful service offerings available today: UnitCare Comprehensive. This program provides seamless coverage, with a possibility of zero-day repair turnaround time and a quality response for escalated calls. In addition to all of this even batteries, power supplies and cables are included. Setting the Standard. Our support infrastructure ensures fast and quality product support.

Technology Upgrade with Comprehensive Plus

Adding another Plus to select Unitech and Unitech's UnitCare; offering guaranteed buy-back will give you the foundation to start a next stage using newest technology, which will boost up your business, once again. It's available after your 5 years contract.

Reduce your support costs for devices

With UnitCare Comprehensive, you no longer need to invest in and maintain your own spares pool, or spend time tracking and managing devices sent in for repair. Unitech can offer a spare-pool reducing down-time to the absolute minimum. When you choose UnitCare Comprehensive you choose "all included". Even transportation costs are included with a free collect and return.

All-in-one

We know what it takes to make service good, consumables and consumer replaceable parts are part of the deal. All is oriented to leave your pocket closed. Which include main battery, stylus, screen protection-foil and backup battery.

Maintain your business focus

Your support needs and costs are reduced, freeing your support staff and technical staff to focus on more critical business tasks, or limiting the number staff you would need otherwise. You focus on your business; we take Care of your Unit.

Zero turn-around time

While the devices becoming a main part of your daily business operation, UnitCare Comprehensive can provide you a in-house replacement pool of devices. Everyone having a minimum of a hundred UnitCare Comprehensive covered devices is entitled to receive a replacement pool on site.

Comprehensive coverage - for virtually everything

Cracked display? No problem. Damaged outer casing? No problem. Broken Exit Window? No problem. UnitCare includes comprehensive coverage to protect you from the accidental and unexpected. UnitCare covers repair to plastics, triggers, exit windows, displays, and other internal and external components damaged through accidental breakage as well as normal wear and tear. In case a device is returned for Service highly skilled service engineers will also carry out preventive maintenance. This includes cleaning of the device, upgrade of firmware (at request), thorough checking of the device. The Unit will also be equipped with a new screen protector in order to safeguard this vital part of the device.

Simple, all included

UnitCare is setting the standard for Service by offering all-inclusive packages. No additional packs to add for Batteries or Transportation. Even the cables coming with the devices are included.