

## Bronze Service Package

**Hand Held Products Bronze: for guaranteed turnaround at a minimal cost.** For operations that require more than the standard warranty, Bronze has you covered with a known turnaround time and continued coverage on manufacturing and parts defects. Bronze offers a 5-day in depot turnaround, paid return shipping, repair reports with all returns, and covers mandatory engineering changes. When fast, consistent repair is what you need – consider Bronze.

**The Hand Held Products Bronze Service Package offers the following features:**

- *Guaranteed 5-day turnaround time*
- *Service report for each repair*
- *Installation of mandatory engineering changes*
- *Return shipping paid*
- *Discount on out-of-scope repairs*

## SERVICE<sup>3</sup>

**Introducing Service Cubed, the new 3-year worry-free service option from Hand Held Products!**

- Enhanced 3-year service coverage for silver or bronze service packages
- Comprehensive coverage included at no additional charge – with savings of up to 40% per year over the standard one year service package
- Available at the upfront purchase of any handheld imager or mobile computer

Visit [www.handheld.com/service3](http://www.handheld.com/service3) or contact your Hand Held Products representative today.

### **Turnaround Time**

Each service package level comes with its own turnaround time. For standard warranty repairs turnaround times are not guaranteed. For Hand Held Products Bronze, Silver, and Gold Packages all turnaround times are guaranteed. By signing up for one of the packages, you know in advance the downtime of your unit(s) sent in for repair. Turnaround time begins from the moment the unit arrives at the Hand Held Products repair center to the time it is sent back to you or your customer.

### **Installation of Mandatory Engineering Changes**

Each repair includes an upgrade to the latest firmware version as well as relevant hardware modifications if needed, unless specified differently when submitting the RMA.

### **Service Report on Repaired Products**

Each unit sent in for repair will be returned with a service report showing the cause of the problem and a list of action(s) the repair technician has taken. The report also includes the RMA number, serial number, and date of repair.

### **Hand Held Products Custom Configuration Loaded After Repair**

If units were purchased with a custom Hand Held Products software configuration, your configuration will be reloaded on the unit after repair, unless otherwise noted when the RMA is requested.

### **Software Patch Access**

All maintenance contracts include free access to the Hand Held Products Software Patch area of the Hand Held Products Partner website. Use it to download the latest firmware and software updates at your convenience.

# Hand Held Products Global Services

Features	Warranty and Extended Warranty	Bronze	Silver	Gold**
Turnaround time	10 days*	5 Days	3 Days	1 Day
Repair of manufacturing defect	✓	✓	✓	✓
Repair by Hand Held Products technicians	✓	✓	✓	✓
Includes all parts and labor for covered repairs	✓	✓	✓	✓
Installation of mandatory engineering changes	✓	✓	✓	✓
Return shipping paid by Hand Held Products	✓	✓	✓	✓
Service report on repaired products	✓	✓	✓	✓
Custom configuration of Hand Held Products software loaded	✓	✓	✓	✓
Software patch access	✓	✓	✓	✓
Repair monitoring		✓	✓	✓
Discount on out-of-scope repairs		15%	15%	25%
Coverage of normal wear & use***			✓	✓
Executive summary			Annual	Semi-Annual
Pre-ship replacement				✓
Monthly repair reports				✓
Asset tracking of spares pool				✓
Reload of customer software and configurations				✓

\* Warranty turnaround time is not guaranteed.

\*\* The Gold Service Package requires a minimum of 100 units covered, as well as a customer-owned spares pool of 5-10% held at Hand Held Products.

\*\*\* Normal wear and use - includes replacement of triggers, keypads, and scan windows. Does not include crushed units, submerged units, damage to boards, or other misuse.



#### Worldwide Offices

**Offices Serving North America**  
 Skaneateles Falls, NY  
 Tel: +1 315 685 8945  
 or, in North America: +1 800 582 4263  
 napresales@handheld.com  
 Charlotte, NC  
 Tel: +1 704 998 3998  
 or, in North America: +1 800 582 4263  
 napresales@handheld.com

**Offices Serving Europe, Middle East, and Africa**  
 Europe  
 Tel: +31 (0) 40 29 01 600  
 eupresales@handheld.com  
 United Kingdom  
 Tel: +44 (0) 1 925 240055  
 eupresales@handheld.com  
 Italy  
 Tel: +39 (0) 2 67 100752  
 eupresales@handheld.com

France  
 Tel: +33 (0) 1 41 158220  
 eupresales@handheld.com  
 Germany  
 Tel: +49 (0) 7 477 151377  
 eupresales@handheld.com  
 Spain  
 Tel: +34 93 228 78 68  
 eupresales@handheld.com

**Offices Serving Asia and the Pacific Rim**  
 Hong Kong  
 Tel: +852 2511 3050  
 appresales@handheld.com  
 Japan  
 Tel: +813 5770 6312  
 appresales@handheld.com  
 Shanghai  
 Tel: +86 21 6361 3818  
 appresales@handheld.com

**Offices Serving Latin America**  
 Naples, Florida  
 Tel: +1 239 263 7600  
 lapresales@handheld.com  
 São Paulo  
 Tel: +55 11 2178 0500  
 lapresales@handheld.com  
 Rio De Janeiro  
 Tel: +55 21 2178 0500  
 lapresales@handheld.com

Mexico  
 Tel: +52 55 5203 2100  
 lapresales@handheld.com

Web Site Address [www.handheld.com](http://www.handheld.com)

Hand Held Products, Inc., ("Hand Held Products") ©1999-2006. All rights reserved. Printed in the U.S.A. Due to Hand Held Products' continuing product improvement programs, specifications and features herein are subject to change without notice.