

SocketCare™ Service Program



Experience maximum performance while lowering Total Cost of Ownership (TCO) with SocketCare support for your Socket SoMo® handheld computers, Bluetooth® barcode scanners or other data collection devices.

- **Gain Peace of Mind** – Reduce risks by protecting your investment with SocketCare coverage including high-quality support from Socket specialists
- **Minimize Downtime** – Accelerate repair and replacement to minimize downtime for increased productivity
- **Simplify Support** – Fast, flexible and reliable product support services

Which version is right for you?

SocketCare Plus

- Online technical supports with same day response
- Exclusive (800) hotline
- 5-7 day repair / replacement
- Available in 2 or 3 year programs
- Can be purchased within 60 days of device purchase

SocketCare Comprehensive Coverage

- Add to your SocketCare Plus service program
- Enhanced 2 - 3 day repair / replacement
- Repair and replacement for various accidental damages normally excluded by standard limited warranty
- Simplifies replacement of damaged equipment
- Can be purchased within 60 days of device purchase with purchase of SocketCare Plus program

SocketCare Extension

- Extend your existing SocketCare service plan by 1 year
- Same features as existing SocketCare service program
- Must purchase within 30 days of expiration of existing service program

Protect Your Investment... Enhance Your Service

Features

- Global service and support with locations in U.S., Germany, and Australia
- Convenient, flexible options to meet your business requirements
- Repairs performed by certified technicians who undergo extensive training on Socket Products
- Service and support for new products:
- 2 or 3 year coverage plans
- Priority technical support
- Expedited repair and replacement
- Option to supplement your service program with Comprehensive Coverage and / or 1 year extension

Eligible Products:

Currently offered models of the following product lines:



SoMo® 650 DX* / 655



CHS Series 7
Barcode Scanners



CHS Series 8
Barcode Scanners



CRS Series 9
Barcode Scanners



Mag Stripe Reader 4E
Card Swipe



CF Scan Card Series 5
Barcode Scanners



CF RFID Reader Card
Series 6

Program Comparison

Program Offering	Standard 1 Year Manufacturer's Warranty	SocketCare Plus Service Programs		SocketCare Supplemental Options (Requires Purchase of SocketCare Plus Program)	
		SocketCare Plus 2 Year Warranty	SocketCare Plus 3 Year Warranty	SocketCare Comprehensive Plus	SocketCare Extension 1 Year Warranty
Technical Support via Web	✓	✓	✓	✓	✓
Response Time for Web Support	48 hours	Same day	Same day	Same day	Same day
Technical Support via Telephone	Call back service	Live	Live	Live	Live
Response Time for Telephone Support	24 hours	1-4 hours	1-4 hours	1-4 hours	1-4 hours
Coverage for Defects in Material or Workmanship	✓	✓	✓	✓	✓
Accidental Damage Coverage	Not Available	Not Available	Not Available	✓	Same coverage as existing SocketCare Plus program
Repair Time for Covered Items	7-10 days	5-7 days	5-7 days	2-3 days	Same coverage as existing SocketCare Plus program
When to Purchase	Included with device purchase	Within 60 days of device purchase	Within 60 days of device purchase	Within 60 days of device purchase with purchase of SocketCare Plus program	Within 30 days of existing SocketCare Plus program expiration
Warranty Coverage Period from Date of Purchase	1 year	2 years	3 years	Same as purchased SocketCare Plus program	Additional 1 year

Product Offering

SoMo 650 DX*	✓	SKU# SC1800-1345	Not Available	Not Available	Not Available
SoMo 655	✓	SKU# SC1800-1345	SKU# SC1801-1346	SKU# SC1802-1347	SKU# SC1803-1348
CHS Series 7 / 8	✓	SKU# SC1804-1349	SKU# SC1805-1350	SKU# SC1806-1351	SKU# SC1807-1352
CRS Series 9	✓	SKU# SC1812-1357	SKU# SC1813-1358	SKU# SC1814-1359	Not Available
Plug-In Cards CF Card Series 4, 5, 6	✓	SKU# SC1808-1353	SKU# SC1809-1354	SKU# SC1810-1355	SKU# SC1811-1356

For current product offerings and services please visit:
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