

Why UnitCare

- Easy, fast & reliable
- Wide choice of service plans fitting your business needs
- Reduce your total cost of ownership
- Protects against accidental damage, normal wear & tear and more

unitcare

Unitech's Service Program

2013 V4 - Standard, Extended or Comprehensive (Plus) Warranty

In business landscape we all can identify many different challenges in fields like logistics, technical, sales and support. You constantly have to reset your beacons to overcome these challenges and to grow. On your way to unknown heights you need to deliver peak performances and be in full control.

In every industry, for instance field service, retail and healthcare, a loss of control in mountaineering won't lead to efficiently reaching the top but to interruption of improvement. By using Unitech equipment you ensure that your business can take its next step.

Add UnitCare to your order and extend your control!

Now you can protect your units against accidental damage, normal wear & tear and more with UnitCare, a convenient, direct pre-packaged service from Unitech. You enjoy enhanced investment protection and a low total cost of ownership.

Customers have different demands to keep operations running efficiently, as well as cost effectively. Therefore UnitCare is based on understanding business and service needs of each industry where Unitech's mobile computers are running. This service program goes beyond the standard warranty with a complete package of service levels offering a high level of security adjusted your business needs.

UnitCare offers you a reliable, high-quality and effective service program for getting your devices serviced quickly. It keeps your mobile computers running at peak performance which will result in an increase of customer satisfaction and drives the hidden costs out of your installations.

Explore the UnitCare benefits

Wide coverage - for virtually everything!

- Cracked display? No problem.
- Damaged outer casing? No problem.
- Broken Exit Window? No problem.

UnitCare includes Comprehensive coverage (*UnitCare Comprehensive Warranty*) to protect you from the accidental and unexpected damage. It covers repair to for instance plastics, triggers, exit windows, displays but also other internal and external components damaged through accidental breakage as well as normal wear and tear.

In case a device is returned for service, our highly skilled service engineers will also carry out preventive maintenance. This includes cleaning of the device, upgrade of firmware (at request) and thorough checking of the device. The unit can also be equipped with a new screen protector in order to safeguard this vital part of the device.

End-to-end support services

Unitech Service programs go much further than UnitCare and repairs only. Unitech offers a total integrated support solution that includes online self-service, product support as well as service centre repair. All backed by our global support infrastructure and proven expertise. When you choose Unitech, you directly get the level of expertise that only the manufacturer itself can offer you.

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 of staff you would need otherwise. You focus on your business; we take Care of your Unit.

Coverage	Standard	Extended	Comprehensive
Manufacturer defects (Includes all materials, parts and labor)	●	●	●
Normal wear and tear*			●
Accidental breakage*			●
Multi-year discount		●	●
Cables, power supplies (batteries excluded)			●
Typically 15-days repair turnaround	●		
Quick 5-day repair turnaround		●	●
0-day turnaround / depot @ customer site**			●
Direct contact to support/service centre		●	●
Guaranteed value buy-back @ end of 5 years			plus

* Excluding: battery, stylus, protection folio, hand strap and bungee cord.

** For 100 Units+ installations the depot can be at customer's site.

Warranty	1 year	2 year	3 year	5 year
Standard warranty	●			
Extended warranty		●	●	
Comprehensive warranty			●	●
Comprehensive plus warranty				●

Please see unitcare.unitech.eu for the latest information and updated terms & conditions.
All specifications are subject to change without notice. Unitech is not responsible for typographical errors. All typographical errors are subject to correction.

Online registration & activation



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

Register:

1. Register as Unitech Partner via: <https://portal.unitech.eu/Register.aspx>
2. After a confirmation e-mail and login information you can access the portal: <https://portal.unitech.eu>
3. Go to: menu "UnitCare" - "Generate UnitCare License" to create your UnitCare

UnitCare contracts must be purchased within 30 days following product purchase.

UnitCare, we take care of your unit

Applicable products: Please check the online Partner Price book on <https://portal.unitech.eu> for eligible products. UnitCare is available in the following countries:

- Extended Warranty: Europe
- Comprehensive (Plus) Warranty: EU-member states only, others on request
- Service Plus Warranty: EU-member states only, others on request

Exact UnitCare Terms and Conditions are available for download on unitcare.unitech.eu including all details of the information provided in this brochure.

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