ABOUT DATALOGIC

Datalogic is a global leader in the automatic data capture and process automation markets, specialized in the design and production of bar code readers, mobile computers, sensors for detection, measurement and safety, RFID, vision and laser marking systems. Datalogic solutions help increase the efficiency and quality of processes in the Retail, Manufacturing, Transportation & Logistics and Healthcare industries, along the entire value chain.

Global industry leaders rely on Datalogic products, benefiting high customer service and innovative products offered for over 45 years.

Datalogic is headquartered in Bologna (Italy), employs approximately 2,700 staff worldwide, distributed in 30 countries, with manufacturing and repair facilities in the USA, Brazil, Italy, Slovakia, Hungary and Vietnam. In 2016 Datalogic had a turnover of 676.5 million Euro and invested over 50 million Euros in Research & Development, with a growing portfolio of over 1,200 patents in multiple jurisdictions.

Datalogic S.p.A. is listed in the STAR segment of the Italian Stock Exchange since 2001 as DAL.MI.

For more information about Datalogic, please visit us at: www.datalogic.com.
EASEOFCARE
Service Programs

Service Programs can be easily ordered at the time of product purchase guaranteeing that units are covered ‘out-of-the-box’, eliminating wasted time with product registration or subsequent order processing. Maintenance coverage provides you with access to Datalogic’s Support Team for easy product returns. You can also use the convenient on-line RMA web service for processing and managing returns, or you can contact the Datalogic Support Desk directly.

The EASEOFCARE Service Programs provide you with the right choice to meet your service expectations. The Overnight Replacement Comprehensive program offers next business day product replacement to minimize any downtime.

If serial number integrity is important for asset tracking, the 2-day Comprehensive program offers rapid repair turnaround time of the same unit and also covers accidental breakage. Or, if you want to upgrade product embedded warranty coverage, turnaround time and length, the 5-day program offers the alternative to do so. Finally, if total cost of ownership is critical for expense management, you can purchase multiple years of Service Programs at very economical prices. A variety of service programs are available to match your business requirements.

The EASEOFCARE Service Programs are managed by Datalogic, the same company that designed and manufactured your products, ensuring that you get the best service to protect your technology investment.

1-Year renewal (beyond contract or warranty period)
3-Year and 5-Year from start of product sale

EASEOFCARE 2-DAY COMPREHENSIVE
- 2-Business Day Turnaround (Excluding Transit)*
- Normal Wear & Tear and Accidental Breakage coverage
- Factory Parts, Procedures and Selected Upgrades
- Wavelink Avalanche® and Terminal Emulation™ software maintenance for Mobile computers
- Both Ways Freight paid by Datalogic **
- 3 and 5-Year Options at time of Sale + Renewals

EASEOFCARE 5-DAY
- 5-Business Day Turnaround (Excluding Transit)
- Defects in Materials and Normal Wear & Tear Coverage
- Factory Parts, Procedures and Selected Upgrades
- Wavelink Avalanche® and Terminal Emulation™ software maintenance for Mobile computers
- One Way Return Freight paid by Datalogic (Ground)
- 3 and 5-Year Options at time of Sale + Renewals

EASEOFCARE SITE AUDIT PLAN OVERVIEW
The Datalogic Site Audit focuses beyond the basic operation of the scanning equipment. By carefully analyzing all aspects of the systems, including material handling, environmental, and support mechanisms, Datalogic can identify opportunities to increase system performance, system uptime, and throughput maximization.

A Datalogic technician will arrive on site to validate the application, look for material handling issues, and provide feedback to the customer on recommendations to maximize their throughput.

EASEOFCARE TRAINING
The on-site system training provides informal, hands-on training of your personnel, including supervisors and users, by the Datalogic Training Department. The training will include, among other things:
- Describing in detail operation of the scanner and associated equipment parameters
- Describing results of system component failures and required actions to return system to normal operation
- Using proper tools and safety precautions, replacing a malfunctioning component with an existing spare
- Explaining the procedure for saving/restoring a backup set of scanner parameters to/from a laptop

Datalogic’s EASEOFCARE Service Programs provide superior life-cycle support to ensure that products are always operating at peak performance when you need them the most.