

Press release

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Handheld introduces MaxCare Service plan

Handheld today introduced the MaxCare service plan. MaxCare is a comprehensive service plan available for all of Handheld's devices worldwide. The new packaged service solutions are created to make the service process easier for customers to minimize their downtime. All Handheld MaxCare service plans are for 3 years to provide extended life cycle protection.

MaxCare is available at three levels:

- MaxCare Silver is a straightforward and cost-effective service plan for the user who wants to extend the standard warranty coverage to 3 years.
- MaxCare Gold includes all Silver deliverables as well as free freight costs, all parts and labour included as well as a guaranteed quick turnaround time for repairs. The Handheld MaxCare Gold plan is the right service plan for the customer who is looking for more comprehensive coverage with fixed costs.
- MaxCare Platinum is the all inclusive service plan for the mission critical users. This includes features such as free freight costs, exchange units, yearly service reports as well as a yearly service meeting. The Platinum program also includes the Gold disc option where we load customer supplied images on to devices. The MaxCare Platinum service plan designed for the client that needs to minimize downtime and maximize productivity.

"The MaxCare service plan offers our customers additional peace of mind", said Jerker Hellström, CEO of the Handheld Group. "Our customers are used to our top quality products with high performance and limited downtime even in the toughest conditions. MaxCare adds to that experience. It offers our customers the ability to budget even for unforeseen occurrences."

The MaxCare service plan is available immediately. MaxCare coverage is available for the Nomad, M3 Mobile and Recon rugged PDAs, Ranger rugged handheld, and Algiz 8 rugged tablet PC. Costs vary by the level of plan chosen and the specific device covered. Please visit www.handheldeurope.com/Maxcare for additional details.

About Handheld Europe:

Handheld Europe is a European supplier of rugged mobile computers. Handheld Europe and its partners deliver complete mobility solutions to businesses in industries such as logistics, forestry, public transportation, construction, military, and security on the EMEA market. Handheld Europe is a subsidiary of HHCS Handheld AB of Sweden. For more information, please see www.handheldeurope.com or contact Handheld Europe at sales@handheldeurope.com

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