



## Handheld MaxCare is a comprehensive service plan available to every handheld device worldwide.

Our objective is to provide our customers with the best choice of a cost-effective and efficient straightforward service plans, which remove the uncertainty of any service costs, and additionally lower the total cost of ownership.

The Handheld MaxCare Service Plan is a comprehensive selection of additional protection, which gives you the security and reliability for your business to succeed. All Handheld MaxCare service plans are valid for a period of three (3) years, from the date of purchase of the unit, to ensure extended life-cycle protection. Ranging from the economical **MaxCare Silver** to the all-inclusive **MaxCare Platinum**, there is a suitable solution available for all needs. Furthermore, choose **MaxCare Premium** as an extra addition to your preferred service plan package, and your Handheld unit is also protected against any accidental damages.

### MaxCare SILVER

**MaxCare Silver** is a straightforward and cost-effective service plan for the user who wishes to extend the standard warranty coverage from one (1) year to three (3) years.

### MaxCare GOLD

**MaxCare Gold** contains all the features from **MaxCare Silver**, as well as free of charge shipment, all parts and labour costs covered, and a guaranteed quick turn-around time for repairs. The **MaxCare Gold** service plan suits the user who is looking for a more comprehensive coverage with fixed costs.

### MaxCare PLATINUM

**MaxCare Platinum** is the all-inclusive service plan for the mission-critical user. This service plan contains free of charge shipment, an exchange unit whilst repairs are carried out, annual service reports and an annual service meeting. Optionally, there is the Gold disc feature: a backup of the unit's software when required. The **MaxCare Platinum** service plan is designed for the user who needs to minimize downtime and maximize productivity.

### MaxCare PREMIUM

**MaxCare Premium** is a supplementary option, which can be added to any of the standard service plans, and is designed for the user who wants to be prepared for potential damages. MaxCare Premium covers all repairs required as a result of accidental damages, including non-warranty repairs\*.

Handheld is a world wide supplier of rugged PDAs and handheld computers. All our products are ruggedized and can withstand water, dust, drops and vast temperature changes. Handheld and its partners deliver complete mobility solutions to businesses in industries such as logistics, forestry, public transportation, construction, military and security.



		MaxCare SILVER	MaxCare GOLD	MaxCare PLATINUM
1	Online FAQs	YES	YES	YES
2	Technical assistance	YES	YES	YES
3	Extended warranty from one (1) to 3 (three) years	YES	YES	YES
4	Fixed price for spare parts	YES	YES	YES
5	Return/Outgoing shipment	YES	YES	YES
6	Incoming & Outgoing shipment	NO	YES	YES
7	All spare parts and labour included	NO	YES	YES
8	Guaranteed quick turnaround	NO	YES	YES
9	Exchange unit during repair	NO	NO	YES
10	Asset tracking service	NO	NO	YES
11	Gold disc – backup option	NO	NO	YES
12	Consumable parts included**	NO	NO	YES
13	Annual service report	NO	NO	YES
14	Annual service meeting	NO	NO	YES

### Terms & Conditions Warranty and Repair

- The warranty period of each unit is valid from the date of shipment from Handheld to the delivery address
- All service plans are valid for a period of three (3) years from the date of shipment, in conjunction with the warranty
- A ninety (90) days warranty applies to all accessories, valid from the date of shipment from Handheld to the delivery address
- \*Non-warranty repairs are covered with MaxCare Premium, with the exception of repairs required as a result of abuse, misuse or negligence
- \*\*Consumable parts are excluded from each service plan, with the exception of MaxCare Platinum
- The extended warranty covers defects in materials and production
- Accessories are not covered by the Handheld MaxCare Service Plan
- A purchase minimum is applicable: MaxCare Silver one (1) unit; MaxCare Gold twenty (20) units; MaxCare Platinum fifty (50) units

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## Definitions & Terms

### Definitions

Online FAQs	Easy access to all frequently asked questions via <a href="http://www.handheldgroup.com">www.handheldgroup.com</a>
Technical assistance	MaxCare offers technical assistance via email or phone. Please visit <a href="http://www.handheldgroup.com">www.handheldgroup.com</a> for contact details. Any questions related to software, please send an email to <a href="mailto:support@handheldgroup.com">support@handheldgroup.com</a> and the Handheld Software Support Team will assist you
Extended warranty from one (1) to 3 (three) years	A standard warranty on all units is valid for a period of one (1) year. An extended warranty prolongs this period from one (1) to 3 (three) years
Fixed price for spare parts	MaxCare SILVER provides the option for a tailored, fixed price list for all spare parts, when you purchase a minimum of one (1) unit. Otherwise, prices for spare parts will be in accordance to the daily currency exchange rates
Return/Outgoing shipment	Shipment from Handheld to the user is free of charge, following repair or service
Incoming & Outgoing shipment	MaxCare SILVER Shipment from user to Handheld is paid by the user  MaxCare GOLD Shipment from user to Handheld is free of charge  MaxCare PLATINUM Shipment from user to Handheld is free of charge
All spare parts and labour included	All spare parts in need of replacement due to ordinary and attritional wear and tear are included  Any labour carried out in order to replace these parts is included
Guaranteed quick turnaround	With MaxCare GOLD or MaxCare PLATINUM the guaranteed turnaround time is 5 working days, excluding shipment.  Exceptions apply if the problems are “unusual” or Handheld wishes to retain the unit/spare part for further investigation
Exchange unit during repair	An exchange unit can be provided upon request for the duration of repair
Asset tracking service	An option to track the unit during repair and shipment via email contact with the technical team
Gold disc – backup option	A backup of the unit’s software can be made upon request, and can be obtained when required
Consumable parts included**	Consumable parts, such as batteries, screen protectors and Stylus Pens are excluded from each service plan, with the exception of the MaxCare Platinum service plan
Annual service report	A service report of units sent to Handheld for repair or service, can be obtained upon request
Annual service meeting	An annual service meeting can be arranged upon request; the user will be invited to visit the headquarters of the Handheld Group, located in Lidköping, Sweden.

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## Terms

### Validity of the MaxCare Service Plan

The service plans are only valid when and if the unit and/or spare part is used in accordance to the specifications provided by the manufacturer. This applies to exposure of the elements, temperatures, dust, moisture, vibrations, falls, maintenance and general care, as well as ordinary wear and tear.

### Maintenance and general care

Handheld advises the user to follow the general care instructions of the unit, such as the manufacturer's recommendation to carry out frequent updates to operating systems and drivers, use of a screen protector and use of a stylus pen designed for touch-screens.

### Ordinary and attritional wear

Deteriorations of the unit's components caused by ordinary and/or frequent usage are also covered by the extended warranty. Some examples:

- keyboard characters, which have disappeared
- touch-screens where the touch-function no longer functions
- connections which have stopped functioning due to worn out contact pins
- wrist straps of which the elastics have worn out

### Repair of deterioration and attritional wear

MaxCare Gold and MaxCare Platinum cover the costs of reparations due to deterioration and/or attritional wear. However, for units covered by MaxCare Silver, this is not applicable. A special solution has been created: 10% discount on the current price list for spare parts, together with a fixed price for labour.

### Damage caused by abuse or misuse

No damage caused by any form of abuse or misuse is covered by the MaxCare Silver, MaxCare Gold or MaxCare Platinum service plans. Examples of such damage:

- scratched or broken screen due to not using a screen-protector
- scratched or broken screen due to use of sharp object when writing and/or typing
- cracks or damages to the casing of the unit caused by driving over, stepping on or dropping the unit
- broken antenna due to abuse or misuse
- damaged or broken contacts due to abuse or misuse

### Repair

No damage caused by any form of abuse or misuse is covered by the MaxCare Silver, MaxCare Gold or MaxCare Platinum service plans.