

SUPPORT SOCKETCARE EXTENDED WARRANTY



PROTECT YOUR INVESTMENT... ENHANCE YOUR SERVICE

Experience maximum performance while lowering Total Cost of Ownership (TCO) with SocketCare support for your Socket Mobile 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 Mobile specialists
- **Minimize downtime** - Accelerate repair and replacement to minimize downtime for increased productivity
- **Simplify Support** - Fast, flexible and reliable product support services

Features

- Global service and support in U.S., Germany, and Australia
- Convenient, flexible options to meet your business requirements
- Repairs performed by certified technicians
- Service and support for new products
- Priority technical support
- Expedited repair and replacement

Which version is right for you?

SocketCare Plus

- Online technical supports with same day response
- 5-7 day repair / replacement
- Available in 2, 3 & 5 year programs
- Can be purchased within 60 days of device purchase

Eligible Products:

Currently offered models of the following product lines:



CHS Series 7
Barcode Scanners



CHS Series 8
Barcode Scanners



SoMo® 655



CF RFID Reader Card
Series 6



CF Scan Card Series 5



Mag Stripe Reader 4E Card
Swipe

Program Comparison				
Program Offering	Standard 1 Year Manufacturer's Warranty	SocketCare Plus Service Programs		
Technical Support via Web	✓	SocketCare Plus 2 Year Warranty (SoMo only)	SocketCare Plus 3 Year Warranty	SocketCare Plus 5 Year Warranty
		✓	✓	✓
Response Time for Web Support	48 hours	Same day	Same day	Same day
Technical Support via Telephone	Call back service	Call back service	Call back service	Call back service
Response Time for Telephone Support	24 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	Not Available
Repair Time for Covered Items	7-10 days	3-5 days	3-5 days	3-5 days
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
Warranty Coverage Period from Date of Purchase	1 year	2 years	3 years	5 years

Product Offering				
		2 Year (SoMo only)	3 Year	5 Year
SoMo 655	✓	SKU# SC1800-1345	SKU# SC1801-1346	N/A
CHS Series 7 / 8	✓	N/A	SKU# SC1805-1350	SKU# SC1835-1671
Plug-In Cards CF Card Series 4, 5, 6	✓	SKU# SC1808-1353	SKU# SC1809-1354	N/A

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