



>> Protection Plus

You'll benefit from an unprecedented level of support with Ryzex Protection Plus.

You purchase the best equipment. Your equipment comes standard with a one, maybe two-year warranty. You know that manufacturers' warranties are limited, so you put that equipment on a service contract. You train your team. You expect the unexpected.

Accidents still happen, and unfortunately, standard service contracts and warranties do not typically cover work-related damage – until now. Ryzex **Protection Plus** takes the guesswork out of manufacturer warranties and service contracts by offering an unprecedented level of support for up to three years on the purchase of new and pre-owned mission-critical data collection equipment.

Ryzex Protection Plus is available in **Standard** and **Premium** packages, and coverage includes damage from defects, failures and wear and tear. Each level has defined turnaround times. Ryzex also offers your own customer portal for monitoring work on your equipment, managing inventory from multiple locations and reporting.

ALL RYZEX REPAIR CONTRACTS INCLUDE:

- Return shipping at no charge (varies by service plan).
- Cleaning, preventive maintenance and diagnostics testing.
- Repairs performed by certified Electronic Technicians.
- Loading of factory firmware and operating system. Staging can be purchased separately.

PROTECTION PLUS BENEFITS:

- Up to three years of protection – at one price
- Hassle free budgeting for repair costs
- Direct savings over comparable manufacturer plans
- Technical support, 6 a.m. to 6 p.m. PST
- 24/7 portal and reporting access

STANDARD, ENHANCED AND PREMIUM PACKAGES

STANDARD

Ryzex's Standard package offers five-day depot service with ground freight return.

ENHANCED

The Protection Plus Enhanced service provides expedited repairs with three-day depot service and overnight freight return. Ryzex also ensures you will be ready to use your device right out of the box by reconfiguring each device and reloading your customer specific applications, which are included in our Staging services provided in the Enhanced Protection Plus service level.

PREMIUM

The Protection Plus Premium package includes your own Customized Spares Pool. Designed to take the guesswork out of onsite repairs and long turnaround times, the Premium option includes a Ryzex-owned, customer-managed spares pool. When your equipment breaks, you take a unit from your spare pool and continue working. There is no downtime, no



overnight freight expense, no scheduling or waiting for an onsite technician who may not have the equipment necessary to complete your repair. Manufacturer plans require the purchase of more than 100 units to qualify, and the Ryzex Premium plan is available with the purchase of only 25 units. As an additional layer of support, Ryzex also offers our customers staging services, including reconfiguring each device and reloading your customer specific applications.

Protection Plus Packages

COVERAGE	STANDARD WARRANTY	PROTECTION WARRANTY	PROTECTION PLUS-STANDARD	PROTECTION PLUS-ENHANCED	PROTECTION PLUS- PREMIUM
Start Date	Day 1	90 Days	Day 1	Day 1	Day 1
Length	3 Months	9 Months	1 or 3 Year	1 or 3 Year	1 or 3 Year
Turnaround Time	10 Days	10 Days	5 Days	3 Days	5 Days
Web Portal		✓	✓	✓	✓
Multi-year Discount		✓	✓	✓	✓
Comprehensive Coverage			✓	✓	✓
Return Shipping			✓	✓	✓
Staging				✓	✓
Wear & Tear			✓	✓	✓
Telephone Support			✓	✓	✓
On-Site Spares					✓

Protection Plus Covers:

Housing

- Worn/dirty or scratched
- Cracked

Displays

- Malfunctioning display and calibration
- Missing pixels, lines or is losing contrast
- Cracked or broken

Touch Screen/Digitizer

- Malfunctioning and calibration
- Cracked or broken

Keypads

- Worn, torn or malfunctioning keypads

Triggers

- Malfunctioning, cracked, broken or dislodged

Scan Windows

- Scratched, cracked, worn or damaged

Internal Parts

- Broken parts
- Connection is loose

Batteries

- Internal battery

Incidental Damage

- Equipment dropped by user
- Malfunction of mounting device

For more information on Protection Plus coverage, please contact us at 800.345.5576 or sales@ryzex.com.

Learn more at www.ryzex.com/protectionplus.



Ryzex provides data collection and mobility solutions. We **advise** and implement the best solution, keep it running for maximum **uptime** and supply data for business **insight**.

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