

# MaxCare

S E R V I C E ● P L A N

## Your Life Saver

Handheld MaxCare™ is a comprehensive service plan available for newly purchased Handheld devices worldwide.

Our objective is to provide customers with the best choice of a cost-effective and efficient service plan for our products. Handheld products are designed for those who work in less-than-gentle environments, and whether the challenges come from weather, extreme temperatures or tough work situations, all our devices are made to rise to the challenge. But in case something does go wrong, we've developed the MaxCare service concept: multiple extended coverage options that provide you with peace of mind on future service costs and lower the total cost of ownership for our devices.

You won't find built-in obsolescence here. Handheld's rugged computers are made to last longer than consumer units — and that includes repairs and service. Our industry carries spare parts longer and offers longer warranty options for our already long-lasting products, making our offerings even more cost efficient.

The Handheld MaxCare service plan is a comprehensive package of add-on service options that will help protect your technology investment and offer additional security for your business. Both MaxCare service plans are valid for a period of three or five years from the product's purchase date to ensure extended life-cycle protection. We offer both an economical **Standard** plan and an **All-inclusive** plan.

**MaxCare Standard** is a straightforward service plan for the user who wishes to extend our standard warranty coverage and free outgoing shipping service for three or five years. This efficient warranty-extension plan makes repairs easy and fast, adds cost effectiveness to your product and provides you with a greater sense of security.

**MaxCare All-inclusive** is our no-questions-asked coverage plan designed for the mission-critical user. As soon as your unit arrives at a Handheld service centre, we'll take care of any and all issues. This plan includes coverage for all repairs required as a result of accidental damage, including non-warranty repairs — all at one low, fixed cost. It also includes free return shipping and an annual service report and service meeting. Optionally, users may add the Gold Disc feature: a reload of the user supplied Gold Disk Image if requested. This plan offers our best value for the cost, covering any necessary repairs during your selected three- or five-year extended warranty period.

### MaxCare

● STANDARD

1	Online FAQs	Yes
2	Technical assistance	Yes
3	Extended three- or five-year warranty	Yes
4	Five-day turnaround time	Yes
5	Repair for manufacturer's defects	Yes
6	One-way shipment	Yes
7	Accidental damage coverage	-
8	Gold Disc reload option	-
9	Annual service report	-
10	Annual service meeting	-

### MaxCare

●● ALL-INCLUSIVE

1	Online FAQs	Yes
2	Technical assistance	Yes
3	Extended three- or five-year warranty	Yes
4	Five-day turnaround time	Yes
5	Repair for manufacturer's defects	Yes
6	One-way shipment	Yes
7	Accidental damage coverage	Yes
8	Gold Disc reload option	Yes
9	Annual service report	Yes
10	Annual service meeting	Yes

Consumable parts, accessories and batteries are **excluded** from MaxCare plans.

For complete terms and conditions, see "**MaxCare Terms and Conditions**"

Handheld is a manufacturer and worldwide supplier of rugged PDAs and mobile computers. All our products are ruggedized and can withstand water, dust, drops and vast temperature changes. Together with partners Handheld and its partners deliver complete mobility solutions to businesses in industries such as logistics, forestry, public transportation, construction, service & maintenance, military and security.

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