socket mobile

SocketCare™ Service Program

Comprehensive Coverage for Your Socket Products

Experience maximum performance while lowering Total Cost of Ownership (TCO) with SocketCare support for your SoMo™ 650 handheld computer, Cordless Hand Scanner™ (CHS) Series 7 or Cordless Ring Scanner™ (CRS) Series 9.

- **Gain Peace of Mind** – Reduce risks by protecting your investments with SocketCare coverage including high quality support from Socket specialists
- **Minimize Downtime** – Accelerate repair and replacement to minimize downtime for increased productivity
- **Simplify Support** – Fast and reliable product service at competitive costs

WHICH VERSION IS RIGHT FOR YOU?	
SocketCare Standard Program	5 business day turnaround for repair or replacement.* One business day response time for technical support inquiries.** Available for 1-year or 3-year term
SocketCare Premium Program	2 business day turnaround for repair or replacement.* Same day response time for technical support inquiries.*** Accidental breakage.**** Available for 1-year or 3-year term

Visit the SocketCare website at:
www.socketmobile.com/support/socketcare/

KEY ELEMENTS

- Available for the following Socket products:
  - SoMo™ 650 handheld computer
  - Cordless Hand Scanner™ (CHS) Series 7
  - Cordless Ring Scanner™ (CRS) Series 9
- Convenient, flexible options to meet your business requirements
- Standard program features:
  - 5 business day turnaround for repair or replacement*
  - 1 business day response time for technical support inquiries**
  - Access to Socket technical support through the web
- Premium program features:
  - 2 business day turnaround for repair or replacement*
  - Same day response time for technical support inquiries***
  - Accidental breakage****
  - Access to Socket technical support through an exclusive toll-free phone number or the web
- Expedited service available for an additional fee*****
- 1-year and 3-year terms available for both SocketCare Standard and Premium programs
- Repairs performed by expert technicians who undergo extensive training on Socket products
- Authorized service centers located in the U.S.
- Standard SocketCare must be purchased within 90 days of the hardware purchase. The coverage period is calculated at the time of hardware purchase.
- Premium SocketCare must be purchased at the time of hardware purchase

*Turnaround time does not include time in transit.
**Inquiry must be received by 17:00 Pacific Standard Time (PST) for response by 17:00 PST the next business day.
***Inquiry must be received by 12:00 PST for response by 17:00 PST the same day.
****Up to 20% of installed base covered annually
*****Fee for expedited service is payable at the time the expedited service is confirmed and must be paid by credit card

SocketCare

Service Program

SoMo 650

Cordless Ring Scanner (CRS) Series 9

Cordless Hand Scanner (CHS) Series 7

WARRANTY/SOCKETCARE COMPARISON			
	LIMITED ONE YEAR WARRANTY	**SOCKETCARE** *Standard Program*	**SOCKETCARE** *Premium Program*
Coverage Period from Date of Hardware Purchase	1 year	1-year and 3-year plans available	1-year and 3-year plans available
Repair or Replacement Time for Covered Items*	10 business days	5 business days	2 business days
Response Time for Technical Support Inquiries**	2 business days	1 business day	Same day
Customer Access to Technical Support	Web	Web	Web, voice (9am-5pm PST)
Coverage for Defects in Material and Workmanship under Normal Use	Yes	Yes	Yes
Accidental Breakage***	No	No	Yes
When to Purchase	Included with hardware purchase	At time of hardware purchase or up to 90 days later	At time of hardware purchase

- Excludes consumables consisting of all batteries, separate cases and straps, as well as recharging cradles and cables not fixed to the device.
- SocketCare is non-transferable and subject to change.
- For more information, or to purchase SocketCare, please contact your authorized reseller.
- Socket reserves the right to change or update the Warranty and SocketCare Service Programs.
- Refer to Terms and Conditions for details of SocketCare Service Program.

*Turnaround time does not include time in transit.

**Limited one year warranty: Inquiry must be received by 17:00 Pacific Standard Time (PST) for response by 17:00 PST within two business days.

SocketCare Standard Program: Inquiry must be received by 17:00 PST for response by 17:00 PST the next business day.

SocketCare Premium Program: Inquiry must be received by 12:00 PST for response by 17:00 PST the same day.

***Up to 20% of installed base covered annually.

socket®

Sales Offices
Corporate Headquarters:
39700 Eureka Drive
Newark, CA 94560 USA

Web: www.socketmobile.com

Phone: 510-933-3000

USA & Canada Toll Free: 800-552-3300

Fax: 510-933-3030

Online: www.socketmobile.com/contact

© 2007, Socket Communications, Inc. dba Socket Mobile, Inc. Socket, the Socket logo, Increasing Mobile Productivity, SocketCare, SoMo, Cordless Ring Scanner, and Cordless Hand Scanner are registered trademarks or trademarks of Socket Communications, Inc. dba Socket Mobile, Inc. All other brand and product names are trademarks of their respective holders. 6450-00167-2 6/2007