

Service & Support

Maintaining The Performance
And Value Of Your
Data Capture Investment



 **DATALOGIC**™



Flexibility to Meet Customer Needs

Datalogic Scanning, Inc. is an industry leader in customer focus, customer service and customer support. Datalogic Scanning provides innovative solutions that maximize the value of our customer's technology investment.

Datalogic Scanning's world-wide service & support team provides a variety of programs and offerings tailored to specific customer requirements. World-class service and support are guaranteed on time, every time.

" We believe that Datalogic Scanning Services business is a valuable part of the hardware solution that we offer to our clients. Datalogic Scanning's Hardware Maintenance Service brings real value to their product line. There is security in knowing that our clients' service needs will be performed by qualified Datalogic Scanning associates that believe in the quality Datalogic Scanning products."

*John A. Rockeman
Senior Vice President
Data Systems International*



Why Datalogic Service?

Datalogic Scanning designed and manufactured the products you are using, and is uniquely qualified to provide life-cycle maintenance that will ensure the value of your data capture investment. Because of Datalogic Scanning's ability to service a product under a variety of programs, customers can be assured of receiving the service they require.

Datalogic Scanning's life-cycle maintenance programs are continuously ranked above the industry norm. End users, channel partners, distributors and resellers all rated Datalogic Scanning's service capabilities as easier to work with and quicker in response time.*



Datalogic Scanning Service Program Quick Comparison

PROGRAM	FACTORY UPGRADES	TURNAROUND TIME**	DATALOGIC PAID SHIPPING	SPARES POOL
Service Plus 5-Day	Included	5-Business Day	Return Freight	Onsite-Optional
Service Plus 2-Day	Included	2-Business Day	Both Ways	Onsite-Optional
QUICK REPLACEMENT	Included	Next Business Day	Both Ways	Included Onsite-Optional
CUSTOM PROGRAMS	Tailored to customer requirements	Tailored to customer requirements	Tailored to customer requirements	Tailored to customer requirements

**Turnaround Time is measured as time from receipt at Datalogic Scanning Repair Center to date of return shipment. Not all programs are available in all regions

More Options...

If a support program doesn't fit your business needs, ask about these other great Datalogic Scanning, Inc. service offerings:

- Flat Rate Depot Repair
- Rental Services
- Self-Service Repair Authorizations
- Product Support Training
- Product Customization
- Reporting Services
- Integration Services

*Independent survey by Richmark Group 2003



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Datalogic Scanning, Inc. Worldwide Sales and Service Locations

**DATALOGIC SCANNING, INC.
HEADQUARTERS (USA):**

Tel: 1-800-695-5700 or 1-541-683-5700
Fax: 541 345 7140

North American Sales

Tel: 1-800-929-3221 or 1-330-463-5300, option 3
Fax: 1-330-463-3533

ASIA PACIFIC:

Australia: 61 2 9870 3200
China - Beijing: 86-10-62111803
China - Shanghai: 021-58360023
Hong Kong: 852 2 584 6210
India: 91 22 6450 4739
Japan: 81 3 3491 6761
Singapore: 65 6435 1311

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Russia: 007 495 78 79 937
Spain: 34 91 746 28 60
United Kingdom: 44 0 1923 809500

LATIN AMERICA:

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305-591-3222
Brazil: 55 11 5507 7721
Mexico: 52 5663 3962

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