

### EXTENDED COVERAGE, MORE PROFIT

Barcode scanners, label printers, and other mobile computing devices are critical components in operational data collection and tracking functions. OEM service options are often restricted to the equipment's initial warranty period, leaving resellers and their users with limited post-warranty service alternatives. With Cranel service on mobile computing devices, resellers can maintain service annuity profitability while helping their customers extend the equipment's usable life and lower customer maintenance costs.



### SERVICE OFFERINGS FOR PORTABLE DEVICES



Quick Repair  
Services



Competitive  
Pricing



Refurbished  
Equipment

Maintenance offerings on multiple brands of equipment and the ability to mix different service levels based on need, all under one service agreement. With numerous manufacturers in the barcode scanning, label printing, and mobile computing market, Cranel can provide a simplified service approach to consolidate service under one number to call and instant savings for end-users and increased annuity margin for resellers.

#### Depot Repair Service

Fast, guaranteed turn-around helps to minimize downtime. We make fixing the problem easy for our resellers and their customers.

- ▶ Contact our Support Center to describe the problem
- ▶ Ship the unit per RMA directions provided
- ▶ The unit will be fixed and shipped right back within five days of receipt at the repair site

#### Advance Exchange Service

A secondary mail-in repair option to minimize downtime. The same easy process to address and fix the problem in a timely manner.

- ▶ Contact our Support Center to describe the problem
- ▶ A refurbished replacement unit will be placed in the mail to arrive within one to two business days
- ▶ Ship the down unit in the replacement box back with the provided shipping label

## Onsite Service

Hands-on service with a certified technician onsite to assess the problem and complete any needed repairs.

- ▶ Contact our Support Center to describe the problem
- ▶ A technician will be contacted to call the end user within the next 24 hours to schedule a time to come onsite and evaluate
- ▶ Proactively scheduled Preventative Maintenance visits are conducted annually to minimize downtime

## Refurbished Options

- ▶ Damaged beyond the point of repair? Refurbished replacement options are available to solve the problem. Fast.



### MANUFACTURERS SUPPORTED INCLUDE

