



## Sustainable Business and Reliable Service

This service guide provides an overview of Bluebird's warranty policy, services and benefits



# Your Expectation, Our Starting Point for Excellence

| Practical Innovation                                                                                                         | History since 1995                                                                      | Global Top-tier Korean company                                                                               | 2,000 Global Partners & 3,300 Global Customers                                                                                | Intensive R&D-driven Company                                                          |
|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Our dedication to unlocking potential results in increased efficiency and cost savings across various products and solutions | We've actively engaged since 1995, gaining practical knowledge and extensive experience | Handling end-to-end manufacturing of mobile computers, RFID readers, tablets, and payment terminals in Korea | Selected by 3,300 global enterprises for our strong brand, we enhance products and services through 2,000 global partnerships | Prioritizing R&D with 52% of resources, 10 times the industry's manufacturing average |

# Innovation: Elevating Life's Possibilities

Proactive assistance and ongoing engagement with customers backed by three decades of expertise

## Proof of Concept

Collaborative ideation for Pain-Points of customers to mitigates risk and arrange the way to solve possible problems.

## Deployment

Practical know-how accumulated from 3 decades of manufacturing, installation and operation to provide customers with the customized device and solution.  
  
World wide specification for the perfect fit with a customer’s need from around the world.

## Provision

From first power-on to power off, Helper service for getting a device ready for a user with related data and applications.

## Maintenance

Maintenance support to optimize the performance of a device and keep your business productive.

## Disposal

Device lifecycle support; from purchasing new devices, to selling back, to buying or renting Bluebird’s devices and even to safely recycling devices.

## Bluebird Global Service Guide

| Category                 |                              | Basic Care       | Value Plus                    | Enterprise Standard |
|--------------------------|------------------------------|------------------|-------------------------------|---------------------|
| Coverage Term for Device |                              | 1 year           | 3 or 5 years                  | 3 or 5 years        |
| Contract Renewal         | 1 or 2 years Renewal         |                  | √                             | √                   |
| TAT                      | Service Turnaround Time(TAT) | 15 business days | 5 business days               | 3 business days     |
| Online Portal            | Online Repair Order Portal   | √                | √                             | √                   |
| Software Support         | Software Support             | √                | √                             | √                   |
| Coverage                 | Manufacturer Defects         | √                | √                             | √                   |
|                          | Accidental Breakage          |                  | Optional<br>(Max Cap 10%/20%) | √                   |
|                          | Normal Wear and Tear         |                  |                               | √                   |
| Logistics                | Return Shipping              | √                | √                             | √                   |
|                          | 2-way Shipping               |                  |                               | Optional            |
| Battery                  | Battery Refresh Service      |                  | Optional                      | Optional            |
| Spare pool               | Spares Pool Management       |                  |                               | Optional            |
| Device                   | Device Commissioning         |                  | Optional                      | Optional            |

\* For information concerning partner warranty, please contact the Sales Manager for detailed assistance.

## Basic Care Service



To ensure your satisfaction and stable operation, Bluebird presents you with a 1 year free warranty of Basic Care.

Our global service bureau is dedicated to supporting Basic Care coverage for manufacturer - to help you minimize your risk while maximizing your comfort level.

Notable perks of Basic Care includes :

Basic care is a free 1 year warranty for Bluebird device. Basic Care cannot be extended and renewal Warranty is not available. Turnaround time of Basic Care is 15 days.

For Customer and Partner, Online repair order portal is available.

Software support is included. Regarding Device Coverage, it covers Manufacturer Defects but Normal wear and tear damages, Accidental Breakage are not covered. Options are not available under Basic Care.

After repairing, Bluebird HQ covers only return shipping cost from HQ/ASC \* to Partner or Customer.

## Basic Care Service Guide

| Category                 |                              | Basic Care       |
|--------------------------|------------------------------|------------------|
| Coverage Term for Device |                              | 1 year           |
| Contract Renewal         | 1 or 2 years Renewal         |                  |
| TAT                      | Service Turnaround Time(TAT) | 15 business days |
| Online Portal            | Online Repair Order Portal   | √                |
| Software Support         | Software Support             | √                |
| Coverage                 | Manufacturer Defects         | √                |
|                          | Accidental Breakage          |                  |
|                          | Normal Wear and Tear         |                  |
| Logistics                | Return Shipping              | √                |
|                          | 2-way Shipping               |                  |
| Battery                  | Battery Refresh Service      |                  |
| Spare pool               | Spares Pool Management       |                  |
| Device                   | Device Commissioning         |                  |

\* ASC : Authorized Service Center

## Value Plus Service



Business  
days



Battery  
Refresh



Max Cap  
Option

When Basic Care coverage is not enough, but full comprehensive coverage is more than you needs, Value Plus can meet your needs and budget. If Value Plus is started, the period and coverage of the existing Basic Care service is not applied.

For details on the models eligible for Value Plus, please contact Bluebird Sales Manager.

Notable perks of Value Plus includes :

Value Plus is a warranty of 3 or 5 years for Bluebird device.

The turnaround time of Value Plus is 5 days.

For Customer and Partner, Online repair order portal is available.

Regarding device coverage, it covers Manufacturer Defects with Software Support but Normal wear and tear damages are not covered. 'Max Cap option' covers optional accidental breakage from cracked displays to broken housings. Battery Refresh and Device commissioning options are available under Value Plus.

After repairing, Bluebird HQ covers return shipping cost from HQ/ASC \* to Partner or Customer.

## Value Plus Service Guide

| Category                 |                              | Value Plus                    |
|--------------------------|------------------------------|-------------------------------|
| Coverage Term for Device |                              | 3 or 5 years                  |
| Contract Renewal         | 1 or 2 years Renewal         | √                             |
| TAT                      | Service Turnaround Time(TAT) | 5 business days               |
| Online Portal            | Online Repair Order Portal   | √                             |
| Software Support         | Software Support             | √                             |
| Coverage                 | Manufacturer Defects         | √                             |
|                          | Accidental Breakage          | Optional<br>(Max Cap 10%/20%) |
|                          | Normal Wear and Tear         |                               |
| Logistics                | Return Shipping              | √                             |
|                          | 2-way Shipping               |                               |
| Battery                  | Battery Refresh Service      | Optional                      |
| Spare pool               | Spares Pool Management       |                               |
| Device                   | Device Commissioning         | Optional                      |

\* ASC : Authorized Service Center

## Enterprise Standard Service



Enterprise Standard Service offers comprehensive coverage from Manufacturer defects, normal wear and tear to accidental breakage with software support. It provides rapid turnaround time to assist in giving you peace of mind.

If Enterprise Standard is started, the period and coverage of the existing Basic Care program is not applied.

Notable perks of Enterprise Standard includes :

Enterprise Standard is a warranty of 3 or 5 years for Bluebird device.

The turnaround time of Enterprise Standard is 3 days.

For Customer and Partner, Online repair order portal is available.

Regarding device coverage, it covers Manufacturer Defects, Normal wear and tear damages, Accidental Breakage with Software support. 2-way shipping option, Battery Refresh, Spare pool management, Device commissioning options are available under Enterprise Standard.

After Repairing, Bluebird HQ covers return shipping cost from HQ/ASC \* to Partner or Customer.

## Enterprise Standard Service Guide

| Category                 |                              | Enterprise Standard |
|--------------------------|------------------------------|---------------------|
| Coverage Term for Device |                              | 3 or 5 years        |
| Contract Renewal         | 1 or 2 years Renewal         | √                   |
| TAT                      | Service Turnaround Time(TAT) | 3 business days     |
| Online Portal            | Online Repair Order Portal   | √                   |
| Software Support         | Software Support             | √                   |
| Coverage                 | Manufacturer Defects         | √                   |
|                          | Accidental Breakage          | √                   |
|                          | Normal Wear and Tear         | √                   |
| Logistics                | Return Shipping              | √                   |
|                          | 2-way Shipping               | Optional            |
| Battery                  | Battery Refresh Service      | Optional            |
| Spare pool               | Spares Pool Management       | Optional            |
| Device                   | Device Commissioning         | Optional            |

\* ASC : Authorized Service Center

## Appendix

**Warranty Coverage Scope:** Not all features or options available under the warranty apply to all products in all regions. For detailed information regarding warranty service availability in a specific region, please contact Bluebird sales manager for more information.

- ① Bluebird Care is limited to paid products and must be purchased within 30 days of the shipment date. Bluebird Care is activated from the shipment date. Accessories have a warranty of 6 months, and batteries have a warranty of 1 year from first date of warranty. Regardless of the warranty, this period is only covered.
- ② Internet Help Desk : You can get appropriate service through Bluebird KS and a regional service manager.
- ③ Service Turnaround Time (TAT) is the length of time when defective device held in a Bluebird authorized service center. It does not include time for transition or waiting for customer response.
- ④ The maximum extension period for Warranty depends on Model.
- ⑤ 1 or 2 years Renewal : The period of warranty can be extended when Value Plus or Enterprise Standard is activated. Renewal warranty period starts from the expiration date of current one.
- ⑥ You can place an online repair order through the Online Repair Order Portal "Bluebird SRM/BGSS SYSTEM (bluebirdcorp.com)". You can access repair services more swiftly by choosing one of our authorized service partners closer to your office location. If you have any inquiries, please contact us at the email address below.
  - ◆ E-mail Contact : Service@bluebirdcorp.com
- ⑦ Out of Coverage : Warranty coverage does not include any of the cases below:
  - ◆ Repair performed by an unauthorized service center or an untrained person for breakages.
  - ◆ Original factory serial numbers have been removed, deleted, damaged.
  - ◆ Damages by improper use such as inappropriate packing, opening, assembling, installation, removal, etc.
    - Damages by external shock on purpose.
    - Damages resulting from abnormal use or abuse.
    - Dismantlement by an unauthorized person, intentional damage, accidental disruption by conflagration, larceny, war, or disruption by natural disasters like flood or earthquake.
- ⑧ 2-Way Shipping : 2-way shipping cost (inbound and outbound between customer and service center) covered by warranty. Without this option, only outbound (return) shipping shall be covered.
- ⑨ Battery Refresh  
Cost for shipping, packaging, handling and replacing battery is not included in the Battery Refresh option. It can be restricted depending on the country where the customer is located according to IATA (International Air Transport Association) rules. To proceed with Battery Refresh, please contact Bluebird local service manager.
- ⑩ If you are in an exceptional situation that cannot be applied to Bluebird Care, Bluebird can offer a customized warranty under prior consultation.

**This service guide provides an overview of Bluebird's warranty policy, services and benefits.**

## **Guide Notification**

This Bluebird service guide provides an overview of Bluebird global service programs about break- fix issues with Bluebird industrial mobile devices, hardware packages and software support. It doesn't include any other company devices or terminals, solutions and service. Bluebird may update the content of the Guide from time to time. The new version of this guide and policy will automatically apply once partners renew their Technical Support or Bluebird Support package.

## **Modifications to this policy by Bluebird Global Service Group**

Bluebird reserves the legal right to interpret every material made by Bluebird for Bluebird's own profit and modify this policy by posting a revised policy on and/or through the services and providing notice to you.

This guide and policy has changed, generally via email (including partners' old email address not changed) where practicable, and otherwise through the services(such as through a notification on Bluebird online sites or in our mobile applications).

Modifications will not apply retroactively. Partners are responsible for reviewing and becoming familiar with any modifications to this policy.



Bluebird designs and manufactures eco friendly products by global environmental regulation.



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