



PANMOBIL PANcare Service & Support

PANMOBIL delivers industry mobile innovation along with differentiated and leading edge products that are easy to use enabling customers to achieve new levels of company productivity. As a key contributor to our value proposition, we are announcing PANcare service programs for the North American market. Having the *right* ongoing service program in place ensures maximum operational value for the long term from your PANMOBIL solution. With PANcare, directly from PANMOBIL, you can have confidence in consistent, quality oriented service delivery on time every time. Best of all, with **PANcare STRT** – you get this right from day one with industry leading service and customer care throughout the life of your product.

PANcare Service, North America Service Attributes	Warranty	PANcare	
		Basic	AX
Quality repair and adherence to service standards	✓	✓	✓
Strict ESD control, parts & testing standards	✓	✓	✓
Spares Storage, Inventory Control, Shipping Logistics			✓
Outbound spares shipping to Customer site(s)			✓
Overnight Shipment – to Customer Site			✓
Return shipping back from site included			✓
In-Bound Shipping to Repair Center	Customer Pays	Customer Pays	Not Needed
Turnaround as per plan SLA terms	No SLA (within 10 days)	3 Day	1 Day Delivery
Return Shipping Included – Included after Repair	Ground	Two Day	Not Needed
Phone Support – basic questions and help	Reseller Only	✓	✓
Trend tracking for root cause analysis	Reseller Only	✓	✓
PANcare Service Value Points	BW	STRT-B	STRT-AX
<ul style="list-style-type: none"> ▪ PANcare Service – quality repair to keep your equipment operating at peak efficiency ▪ PANcare STRT Includes Comprehensive Coverage that covers accidental damage * <ul style="list-style-type: none"> * Covers accidental damage externally and internally, but does not include physical destruction rebuild ▪ PANcare STRT Program – STRT (Service & Terminal Repair – Three) first three years of service included <ul style="list-style-type: none"> * Sign up with a PANMOBIL reseller partner to execute from day one to obtain your best service value. 			
PANcare Basic: quality, comprehensive depot service with a three day turnaround in-house			
PANcare AX: For your convenience and care AX combines basic repair with a completely managed spares pool and overnight replacement			

Execute PANcare STRT to choose and receive the right service from the beginning with a known and best available cost for the first three (3) years of ownership. Upon request, we can quote service for the first 5 years of ownership.

Contact your ScanSource Account Manager for more information.