

TSC America's OneCall Service Program

Flexibility, Performance, Peace of Mind

Stronger Together

TSC Auto ID tscprinters.com

TSC Auto ID's OneCall Service Program offers **Extended Service & Extended Warranty Programs** enabling users to protect their investments and ensures devices are always in working condition. In this program three options are available: **On-Site Extended Service, Return to Depot Extended Warranty and Return Parts to Depot**. The TSC OneCall Service Program is an enhancement of the original factory warranty, protecting your devices for additional years.

One Program, Flexible Options

TSC OneCall offers an ideal mix of features and benefits. OneCall provides continuous support and services, enabling clients to effectively plan and budget for all maintenance requirements to ensure devices remain in optimal operational condition. TSC offers flexible contract durations of **up to five years** to enhance asset protection. To maximize value, we strongly recommend selecting and purchasing the appropriate service plan concurrently with the device acquisition.

Service Options Available at the Time of Purchase

	Service Type	Factory Warranty		On-Site Service		Return Device to Depot Extended Warranty				Return Parts to Depot[1]	
	Contract Type	Standard Warranty - Printers[12]	Basic Care - EMC	Onsite - Non-Comprehensive Printers[12]	Onsite - Comprehensive - Printers[2,12]	Depot - Non-Comprehensive - Printers[12]	Depot - Comprehensive - Printers[12]	Value Plus - EMC[10]	Enterprise Standard - EMC[10]	Return Parts - Printers[7,12]	Return Parts Comprehensive - Printers[2,7,12]
At Time of Purchase[3]	1 year		1Y	1Y							
	2 year	2Y see additional notes below									
	3 year			3Y		3Y		3Y		3Y (Latin America Only)	
	5 year			5Y		5Y		5Y		5Y	
Turn Around Time	Turnaround Time[4]	10~12 Business Days	15 Business Days	Next Business Day		7~10 Business Days		5 Business Days	3 Business Days	7~10 Business Days	
Support	Technical Phone Support[5]	Business Days									
	Software Support	V	V	V	V	V	V	V	V	V	V
Logistics	Return Shipping[6]	Free		–		Free					
	2-way Shipping								Optional		
Factory Warranty Coverage	All Parts and Labor	Printhead: 25km (1 million inches) or 12 months which comes first, Platen: 50km (2 million inches) or 12 months which ever comes first, Excludes accessories & batteries									
Extended Service Plans Coverage	Labor	V	V	V	V	V	V	V	V		
	Manufacturer Defects	V	V	V	V	V	V	V	V	V	V
	Normal Wear and Tear				V		V		V		V
	Accidental Breakage				V		V	Optional[9]	V		V
	Thermal Print Heads				V[8]		V[8]				V[8]
	Platen Roller				V		V				V
	Battery Refresh[11]							Optional	Optional		
	Accessories										
Device	Device Commissioning							Optional	Optional		

[1] For certified partner only.
[2] The Comprehensive Program availability may vary by region.
[3] You can add any service within 30 days after the purchase of a printer from TSC Auto ID.
[4] Turnaround time is based upon the date of receipt. It may vary by region.
[5] Technical phone support depends on the region and location.
[6] Customers are responsible for shipping costs to our service centers or facilities.
[7] Not including the labor of the assembly and disassembly.
[8] If the number of Desktop TPH, Platen Roller, Chassis replacements during the comprehensive contract term is excessive, an audit will be conducted to determine the reasons and apply the corresponding corrective action.
[9] Covers accidental damage such as cracked screens or broken housing
[10] EMC Warranty must be purchased within 30 days of ship date and becomes active starting from ship date.
[11] EMC Battery Refresh does not include costs for shipping, handling, or packaging.
[12] Available for TSC and Printronix printers

©2026 TSC Auto ID Technology Co., Ltd. All Rights Reserved. **TSC Auto ID** tscprinters.com

TSC America's OneCall Puts You In Control

Renewal and Post Purchase Service Plans Available

	Service Type	On-site Extended Services		Return Device to Depot Extended Warranty				Return Parts to Depot[1]	
	Contract Type	Onsite - Non-Comprehensive - Printers[12]	Onsite - Comprehensive - Printers[2,12]	Depot - Non-Comprehensive - Printers[12]	Depot - Comprehensive - Printers[2,12]	Value Plus - EMC[10]	Enterprise Standard - EMC[10]	Return Parts - Printers[7,12]	Return Parts Comprehensive - Printers[7,12]
At Time of Purchase[3]	Desktop Printers			3Y & 5Y plans available		1Y & 2Y plans available		3Y & 5Y available (Latin America Only)	
	Enterprise and Industrial Printers	1Y, 3Y & 5Y plans available						3Y & 5Y available (Latin America Only)	
	Mobile Printers			3Y & 5Y plans available				3Y (Latin America Only)	
Turn Around Time	Turnaround Time[4]	Next Business Day		7~10 Business Days		5 Business Days	3 Business Days	7~10 Business Days	
Support	Technical Phone Support[5]								
	Software Support	V	V	V	V	V	V	V	V
Logistics	Return Shipping[6]	–		Free					
	2-way Shipping						Optional		
Extended Service Plans Coverage	Labor	V	V	V	V	V	V		
	Manufacturer Defects	V	V	V	V	V	V	V	V
	Normal Wear and Tear		V		V		V		V
	Accidental Breakage		V		V	Optional[9]	V		V
	Thermal Print Heads		V		V[8]				V[8]
	Platen Roller		V		V				V
	Battery Refresh [11]					Optional	Optional		
	Accessories								
Device	Device Commissioning					Optional	Optional		

[1] For certified partner only.
[2] The Comprehensive Program availability may vary by region.
[3] You can add any service within 30 days after the purchase of a device from TSC Auto ID.
[4] Turnaround time is based upon the date of receipt. It may vary by region.
[5] Technical phone support depends on the region and location.
[6] Customers are responsible for shipping costs to our service centers or facilities.
[7] Not including the labor of the assembly and disassembly.
[8] If the number of Desktop TPH, Platen Roller, Chassis replacements during the comprehensive contract term is excessive, an audit will be conducted to determine the reasons and apply the corresponding corrective action.
[9] Covers accidental damage such as cracked screens or broken housing
[10] For Value Plus or Enterprise Standard plans, the warranty may be renewed for 1 or 2 years. Renewals begin immediately after the expiration of the current coverage.
[11] EMC Battery Refresh does not include costs for shipping, handling, or packaging.
[12] Available for TSC and Printronix printers



©2026 TSC Auto ID Technology Co., Ltd. All Rights Reserved. **TSC Auto ID** tscprinters.com 20260428

OneCall: Factory Limited Warranty Overview

At TSC Auto ID, we are dedicated to being a premier solutions provider and thought leader in the AIDC stands for Automatic Identification and Data Capture (AIDC) industry. We build strategic partnerships and adaptive solutions to drive innovation through automatic data identification, leveraging advanced methods, technologies, and devices — delivering more than expected.

Standard Factory Limited Warranty for TSC Printers

TSC Auto ID brings 34 years of expertise to the AIDC industry. All TSC and Printronix printers are covered by a standard two-year factory limited warranty.

Limitations include:

- Printhead: 25km (1 million inches) or 12 months, which ever comes first
- Platen: 50km (2 million inches) or 12 months, which comes first
- Covers manufacturer defects.
- Normal wear and tear, accidental damage, batteries and optional accessories are not covered.

Standard Factory Limited Warranty for TSC Enterprise Mobile Computers (i.e., Basic Care Warranty)

Bluebird maintains a strong global presence, supported by over 2,000 partners and serving more than 3,300 enterprise customers worldwide. This reach underscores our commitment to delivering exceptional value through trusted partnerships and robust service offerings.

To ensure consistent customer satisfaction and operational stability, all Bluebird devices are backed by our standard Basic Care, a one-year limited warranty.

Customers have the option to upgrade their coverage from Basic Care to one of our premium service packages: Value Plus or Enterprise Standard.

Our global service network is dedicated to supporting Basic Care coverage, helping you reduce risk and maintain peace of mind.

Key Benefits of Basic Care:

- Free 1-year coverage included with every Bluebird device.
- Turnaround time: Standard repair turnaround is 15 business days.
- Software support: Included during the warranty period.

Device coverage: Covers manufacturer defects. Normal wear and tear, accidental damage, and optional accessories are not covered. Return shipping: After repair, TSC will cover the return shipping costs from TSC HQ or Authorized Service Centers (ASC) back to the customer or partner. If you need additional coverage or extended warranty options, please contact us for available service plans beyond Basic Care.



©2026 TSC Auto ID Technology Co., Ltd. All Rights Reserved. **TSC Auto ID** tscprinters.com 20260428

OneCall: Enhanced Service Options That Provide Total Protection



OneCall: On-Site Extended Service

On-Site Extended Service provides the fastest and most convenient method for ensuring continuous operational uptime. Our certified technicians will travel directly to your location to restore your device to optimal performance. The **TSC Extended Service Program** agreement includes all necessary labor and travel expenses for the repair. Furthermore, under this program, all covered TSC Auto ID devices receive the following benefits at **no additional cost:**

- A service technician will arrive the next business day after a service call to most locations[1]
- On-site response with parts readily available
- TSC Auto ID will cover parts[2]
- All TSC Auto ID genuine parts and labor[3]
- All travel cost for the repair is included[1]
- Available for Printronix printers also



OneCall: Return Device to Depot Extended Warranty

Reduce the hassle of hardware issues with the Return to Depot Service. Ship or deliver the unit to our service center that is closest to you and enjoy delivery of a fully operational unit to your location[1]. The Return Service includes:

- Parts and labor[2]
- Repair of non-functioning equipment based on plan selected[2]
- Cleaning and adjustment
- Complete preventative maintenance
- Return shipping at no cost
- Turnaround of up to 10 business days after date of receipt
- Engineering updates are automatically applied



OneCall: Return Parts to Depot[3]

(Certified Partners only)

Integrating the **Return Parts to Depot** service at the point of purchase effectively safeguards your printer investment. This service offers two tiers—the **Non-comprehensive** and **Comprehensive Parts Warranty**—allowing selection of optimal parts coverage. The service also includes essential **technical support** and diagnosis via phone or email for initial issue resolution.

[1] Service availability & office hour depends on the region and location.
[2] For detail terms and conditions, please refer to "Warranty Coverage" table in the brochure.
[3] Does not apply to third-party service providers not authorized by TSC.

Easy to Purchase

Contact your local sales representative for pricing and service details before deciding on a service. After the consultation, simply inform your sales representative at the time of printer purchase, which is a hassle-free way to do things. As additional requests aren't included in TSC America's One Call Service Program, feel free to reach out to your local sales representative or service contract manager at servicequote@tscus.com.

For a complete list of terms and conditions please visit https://usca.tscprinters.com/en/warranty-policy

©2026 TSC Auto ID Technology Co., Ltd. All Rights Reserved. **TSC Auto ID** tscprinters.com 20260428

TSC America's OneCall Puts You In Control

TSC provides peace of mind with comprehensive warranty coverage programs to handle the unexpected. Below provides a quick glimpse of the coverage that each contract type covers.

Printers Warranty Coverage Chart

Printer Coverage	Symptoms	Standard / Extended Warranty	Comprehensive Warranty
Mainboard/Electronics Parts	Failure	V	V
Wi-Fi/ Bluetooth Module	Failure	V	V
Mechanical Parts	Broken/Cracked	V	V
Chassis	Broken/Cracked	–	V
Keypad	Failure/ Broken	V	V
	Missing	–	V
Print Head	Normal Wear	※[1]	V
	Physical and/or Accidental Damage[2]	–	V
Platen Roller	Normal Wear	※[1]	V
	Physical and/or Accidental Damage[2]	–	V
LCD Display	Failure	V	V
	Appearance Broken and/or Cracked	–	V
Battery	Failure/Capacity Attenuation	※[1]	※[3]
Accessories	Failure/Broken	※[1]	※[1]

Exclusion:

Printer warranty coverage has the following exceptions:

- Parts that have been misused, altered, neglected, handled carelessly, or used for purposes other than those for which they were manufactured.
- Damage resulting from accident, acts of nature (lightning), fire or damage resulting from unauthorized service.
- Modified or unauthorized parts.
- Any defects in a printer to the extent that these are due to the use of defective or inappropriate supplies with the printer or any defect or error in any unauthorized software used on, or in association with, the printer.
- Printer failures caused by water intrusion or component failures caused by excessive humidity within the printer.
- Accessories, options (field installable kit), batteries.
- If you have any inquiries regarding Comprehensive Warranty coverage, please contact your local sales representative.

[1] Please visit TSC Auto Website for current factory warranty policies at https://usca.tscprinters.com/en/warranty-policy

[2] If the number of Desktop TPH, Platen Roller, Chassis replacements during the comprehensive contract term is excessive, an audit will be conducted to determine the reasons and apply the corresponding corrective action.

[3] Available in North America, only for selected mobile printers.

©2026 TSC Auto ID Technology Co., Ltd. All Rights Reserved. **TSC Auto ID** tscprinters.com

Bluebird Warranty Coverage Chart

Service Type		Basic Care	Value Plus	Enterprise Standard
Coverage Term of Device		1 year	3 or 5 years	3 or 5 years
Contract Renewal	1 or 2 years Renewal		V	V
TAT	Service Turnaround Time (TAT)	15 business days	5 business days	3 business days
Software Support	Software Support	V	V	V
Coverage	Manufacturer Defects	V	V	V
	Accidental Breakage		Optional	V
	Normal Wear and Tear			V
Logistics	Return Shipping	V	V	V
	2-way Shipping			Optional
Battery	Battery Refresh Service		Optional	Optional
Spare Pool	Spares Pool Management			Optional
Device	Device Commissioning		Optional	Optional

Exclusion:

Bluebird warranty coverage does not apply under the following circumstances:

- Repairs by unauthorized service centers or untrained personnel
- Tampered, missing, or damaged serial numbers
- Damage caused by improper use, including incorrect packing, installation, or disassembly
- Intentional damage or external shocks
- Misuse, abuse, or abnormal operation
- Unauthorized dismantling
- Accidental damage due to fire, theft, war, flooding, earthquakes, or other natural disasters

Please note that not all features or service options described under Bluebird warranty programs are available for all products or in all regions. For region-specific warranty details, please contact your Bluebird Sales Manager.



©2026 TSC Auto ID Technology Co., Ltd. All Rights Reserved. **TSC Auto ID** tscprinters.com

20260428

AMERICAS

TSC Auto ID Technology America Inc.
Tel: +1 657 258 0808
E-mail: servicequote@tscus.com

MEXICO

TSC Mexico Representative Office
Tel: +1 52 (33) 3673 1406
E-mail: servicequote@tscus.com

BRAZIL

TSC Brazil Representative Office
Tel: +55 (11) 3554 7225
E-mail: servicequote@tscus.com

©2026 TSC Auto ID Technology Co., Ltd. All Rights Reserved. **TSC Auto ID** tscprinters.com

20260428