

# MEFERI MeCare Brochure

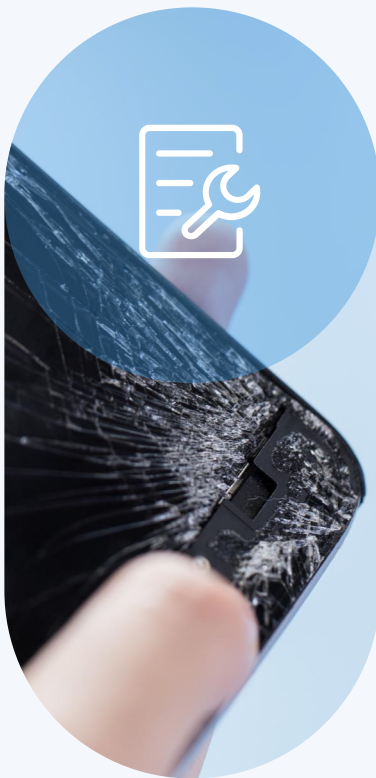
MeCare Service Plans



# Comprehensive Protection, Maximum Performance

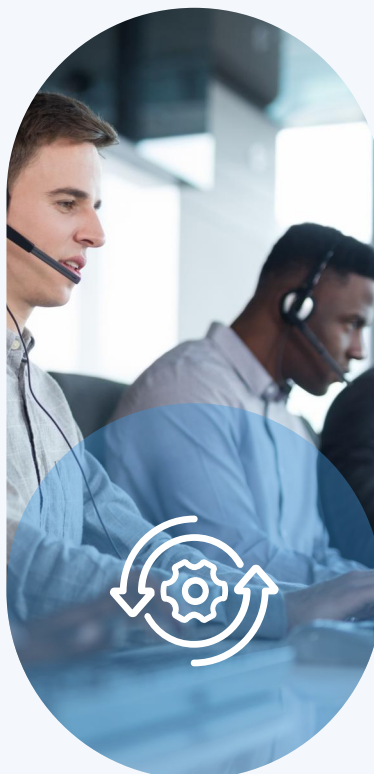
MEFERI's MeCare service plans go beyond standard warranties, delivering unparalleled device protection, proactive maintenance, and priority support. Designed for businesses that demand reliability, security, and operational efficiency, MeCare ensures that your devices remain functional and optimized, reducing downtime and maximizing your return on investment.

## Why Choose MeCare?



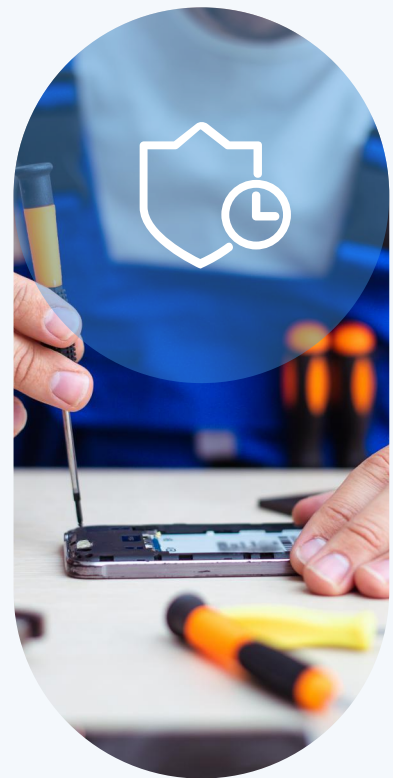
### **Beyond Warranty Coverage**

Protection against accidental damage, wear and tear, and priority repairs.



### **Optimized Performance**

Guaranteed software updates, security patches, and proactive support.



### **Minimized Downtime**

Faster repairs and next-business-day device replacement ensure continuous operations.

# MeCare Plans Overview

Feature	MeCare Tech & Software	MeCare Lite	MeCare Plus	MeCare Ultimate
General Description	Technical Support and OS Software Updates	Basic Protection	Extended Protection	Maximum Protection
<b>Contract Coverage</b>				
Contract Length	1, 3, or 5 years	2 and 3 years	3 or 5 years	3 or 5 years
Comprehensive Coverage	N/A	N/A	✓	✓
Accidental Damage	N/A	N/A	✓	✓
Normal Wear and Tear	N/A	✓	✓	✓
Manufacturer's Defects	✓	✓	✓	✓
Device Diagnostic Utility	✓	✓	✓	✓
Online RMA Order (Support Portal)	✓	✓	✓	✓
Spares Pool Management	N/A	N/A	N/A	✓
Support Hotline	Mon - Fri, 8 AM - 5 PM (local business hours)	Mon - Fri, 8 AM - 5 PM (local business hours)	Mon - Fri, 8 AM - 5 PM (local business hours)	24/7 Support
<b>Service Completion Time</b>				
Repair Processing Time	N/A	Depot Repair: 15 business days from service center receipt	Depot Repair: 10 business days from service center receipt	Replacement Device: Dispatched same or next day (like-new unit)
Return Shipping	N/A	Shipping: Ground included, optional next-business-day delivery	Shipping: Ground included, optional next-business-day delivery	Next business day
<b>Software Updates</b>				
Operating System Software Updates	✓	✓	✓	✓
GuardForce Android Security Updates	✓	✓	✓	✓
<b>Enhancement</b>				
Standard Commissioning Service	N/A	Optional	Optional	✓
Advanced Commissioning Service	N/A	Optional	Optional	✓
Battery Maintenance Service	N/A	Optional	Optional	Optional
Battery Refresh Service	N/A	Optional	Optional	Optional
Device Collection Service	N/A	N/A	Optional	Optional
<b>MeVision Monitoring &amp; Analytics</b>				
MeVision Online Repairs Dashboard	✓	✓	✓	✓
MeVision GuardForce	✓	✓	✓	✓
MeVision Analytics	Optional	Optional	Optional	Optional
MeVision MDM Integration with MDM	Optional	Optional	Optional	Optional

# MeCare Plan Details

## MeCare Lite

Basic Protection Beyond Standard  
Warranty for Reliable Performance



Ensures stable device performance, extends lifespan, and keeps maintenance costs predictable

- Coverage for normal wear and tear
- Access to OS firmwares and security updates
- Repair and Device Status Dashboard
- Standard repair turnaround (5 business days)
- Optional battery maintenance

## MeCare Plus

Comprehensive Coverage with  
Faster Repairs and Priority Service



Minimizes operational risks, unexpected expenses, and disruptions with faster repairs and extended protection

- All benefits of MeCare Lite
- Comprehensive Coverage
- Accidental damage protection
- Priority repair turnaround (3 business days)
- Optional device collection service

## MeCare Ultimate

Comprehensive Coverage with  
Device Replacement Guarantee



Eliminates downtime with top-priority service, keeping critical operations running without interruption

- All benefits of MeCare Plus
- Next-business-day device replacement
- 24/7 premium support
- Pre-configured replacement units with apps and settings
- Spares pool management included

## MeCare Tech & Software

Advanced Software &  
Configuration Support



Provides continuous optimization, security, and reliability with proactive software updates

- Access to factory and customized OS firmwares
- GuardForce: security patch updates
- Remote diagnostics and troubleshooting
- MEFERI software support & issue resolution
- Over-the-Air (OTA) firmware and software updates

## Full Coverage, Total Confidence

MeCare service plans provide comprehensive coverage, ensuring that all repairs - from accidental damage to wear and tear - are fully covered. But MeCare goes beyond just repairs, offering a full suite of services to keep your devices optimized, secure, and always operational.

- ✓ **Device Commissioning Services** - Devices arrive pre-configured with OS, applications, and security policies, ready to deploy.
- ✓ **Spares Pool Management** - Minimize downtime with pre-stocked, ready-to-use replacement devices.
- ✓ **Battery Maintenance & Refresh Services** - Extend device longevity with scheduled battery diagnostics and proactive replacements.
- ✓ **Device Collection Service** - Simplified reverse logistics with easy pickup and real-time tracking.
- ✓ **MeVision: Device Monitoring & Analytics** - Gain real-time insights into repairs, contract status, battery health, and predictive analytics to prevent failures before they happen

With MeCare, you get total peace of mind - so you can focus on business, not device management.

## MeCare: The Right Choice for Your Business

MeCare ensures that your MEFERI devices perform at their best, reducing downtime, optimizing performance, and securing your business continuity.

Contact your **MEFERI representative** today to choose the right plan for your business.

Visit [www.meferi.com/mecare](http://www.meferi.com/mecare) to learn more.



# MeCare vs. Standard Warranty - What's the Difference?

A standard warranty provides only minimal protection and does not cover real-world operational risks. It leaves your business vulnerable to unexpected downtime, costly repairs, and security risks. MeCare delivers proactive support, faster repairs, and comprehensive protection to ensure your business continuity.



## Key Differences: Standard Warranty vs. MeCare

Feature	Standard Warranty	MeCare Lite	MeCare Plus	MeCare Ultimate
Contract Length	12 months	2 or 3 years	3 or 5 years	3 or 5 years
Repair Turnaround	Undefined	15 business days	10 business days	Dispatched Same or Next Day
Comprehensive Coverage	✗	✗	✓	✓
Accidental Damage Coverage	✗	✗	✓	✓
Normal Wear and Tear	✗	✓	✓	✓
Technical Support	90 days (8×5)	8×5	8×5	24×7
Software & Security Updates	90 days	✓	✓	✓
Diagnostics Service	✗	✓	✓	✓
MeVision Online Repairs Dashboard	✗	✓	✓	✓
MeVision GuardForce	✗	✓	✓	✓
Standard Commissioning Service	✗	Optional	Optional	✓
Advanced Commissioning Service	✗	Optional	Optional	✓
Battery Maintenance Service	✗	Optional	Optional	Optional
Battery Refresh Service	✗	Optional	Optional	Optional

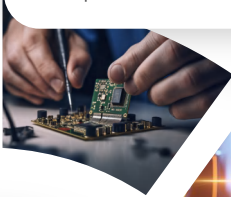


# Why Upgrade to MeCare?



## Faster Repairs & Device Replacement

No more waiting weeks for repairs. Get your devices back in 3-5 business days, or choose next-business-day replacement with MeCare Ultimate.



## Comprehensive Protection

Covers accidental damage, normal wear & tear, and security risks.



## Predictable Costs

Avoid unexpected repair fees with a fixed-cost service plan.



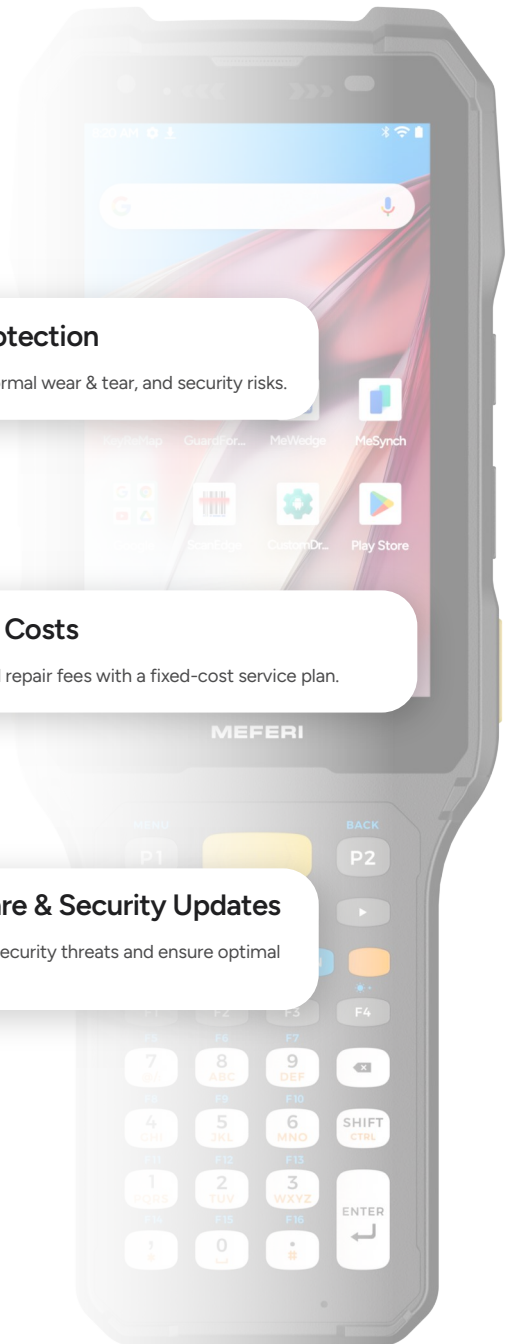
## Continuous Software & Security Updates

Stay protected against cybersecurity threats and ensure optimal device performance.



## Lower Costs & Extended Device Lifespan

Prevent downtime, minimize unexpected expenses, and keep devices running longer.



With MeCare, you are investing in business continuity, proactive protection, and operational efficiency, rather than just relying on limited warranty coverage. Upgrade today to keep your devices running at their best!

# Maximize Uptime, Minimize Hassle

## The Smart Way to Service Your Devices

Managing enterprise devices shouldn't be a reactive struggle. MeCare Service Plans ensure that your operations stay seamless, devices stay operational, and downtime becomes a thing of the past. With proactive maintenance, real-time monitoring, and industry-leading support, we deliver peace of mind, so you can focus on growing your business.



### Comprehensive Coverage, Faster Repairs, and Continuous Updates

Stay operational with MeCare - protection, fast replacement, and continuous updates:

- ✓ Full Coverage - Accidental damage, wear & tear, and defects.
- ✓ Fast Replacement - Next-business-day device exchange.
- ✓ Software & Security Updates - Patches, OS upgrades, and analytics.

Stay operational with MeCare - your complete service solution.



### Eliminate Downtime with Expedited Logistics

Don't let repair delays slow down your business. MeCare Express Logistics provides:

- ✓ Express shipping for replaced or repaired devices.
- ✓ Priority processing of service requests.
- ✓ Global coverage with optimized delivery routes.

Speed and reliability - that's what makes MeCare Express Logistics stand out!



### Battery Refresh & Maintenance - Always Stay Powered

Batteries degrade over time, reducing device efficiency. With MeCare Battery Services, you get:

- ✓ Scheduled battery replacements - extending device life.
- ✓ Testing and replacement - preventing power failures before they happen.
- ✓ Optimized power consumption - avoiding unexpected shutdowns.

Keep your devices running at full capacity with MeCare Battery Refresh & Maintenance.



### Expert Diagnostics & Priority Service

When issues arise, you need trusted specialists to resolve them efficiently. MeCare Service Plans provide:

- ✓ Certified MEFERI experts performing in-depth diagnostics and repairs.
- ✓ Priority service processing to minimize operational disruptions.
- ✓ Professional service execution with full transparency and detailed work reports.

Rely on professional expertise and priority service to keep your operations running smoothly.



### MeVision - Full Control & Smart Monitoring

MeVision ensures real-time tracking, proactive security, and full device management:

- ✓ Dashboardt - Monitor repairs, contract status, battery health, and warranties.
- ✓ GuardForce - Automate security updates, patch management, and OS upgrades.
- ✓ Analyticstt - Gain insights on usage, Wi-Fi, memory, and prevent failures.
- ✓ MDM Integration - Manage devices via Shadowwalk, SOTI, and AirWatch.

Stay secure, optimized, and always in control with MeVision.



### Device Commissioning Servicest - Ready-to-Use Devices from Day One

Setting up devices before deployment can be time-consuming and resource-intensive. MeCare Device Commissioning Services eliminates this hassle by delivering pre-configured, ready-to-use devices.

- ✓ Complete pre-configurationt - OS installation, apps, security policies, and settings before shipment.
- ✓ Minimized deployment time - accelerating rollout and reducing IT workload.
- ✓ Optimized for Your Operations - Customized settings tailored to your workflow.

Your devices arrive pre-configured and ready for immediate use!



### Device Collection Servicet - Hassle-Free Reverse Logistics

Returning devices for repair or replacement can be a logistical challenge. MeCare Device Collection Service simplifies the process by offering:

- ✓ Fast pickup of faulty devices from your location.
- ✓ Flexible logistics options - choose standard or expedited delivery to the service center.
- ✓ Full transparency - track return status via MeVision Dashboard.

We handle all logistics so you can focus on running your business.



### Spares Pool Managementt - Always Have a Backup

Device failures should never disrupt your workflow. MeCare Spares Pool Management ensures you always have a replacement on hand.

- ✓ Pre-configured backup devices - ready-to-use spare units.
- ✓ Instant replacement - receive a new device without waiting for repairs.
- ✓ Flexible inventory management - tailored to your business needs.

Minimize downtime and keep your business moving with MeCare Spares Pool Management.



# MeCare: Protect Your Investment, Maximize Value

Your technology is a long-term investment - MeCare ensures you get the most out of it. Beyond repairs, our service plans drive operational efficiency, cost predictability, and extended device lifecycle:

- ✓ Lower Total Cost of Ownership (TCO) - Reduce unexpected expenses with fixed, predictable service costs and extended device lifespan.
- ✓ Maximized Asset Utilization - Keep your devices in the field longer with proactive maintenance, timely replacements, and optimized performance.
- ✓ Business Continuity Without Disruptions - Minimize downtime with priority repairs, next-business-day replacements, and expert support.

MeCare is not just a service - it's an investment in business resilience and long-term efficiency.

## Get Started with MeCare Today

Choosing the right service plan is crucial to ensuring the longevity and efficiency of your devices. Whether you need basic protection or comprehensive coverage with next-business-day replacement, MeCare has a solution for you.

- ✓ Tailored Service Plans - Choose the coverage that best fits your business needs.
- ✓ Seamless Integration - Works with your existing IT infrastructure for smooth implementation.
- ✓ Trusted Support - Backed by expert technicians and MEFERI's industry-leading expertise.

Contact your [MEFERI representative](#) today to discuss the best plan for your business.  
Visit [www.meferi.com/mecare](http://www.meferi.com/mecare) to learn more.