



## Sustainable Business and Reliable Service

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



## Company Introduction

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The first and only provider

which manufactures industrial mobile computers,  
enterprise tablets and payment terminals in the world

Bluebird understands enterprise customers'

complex business environments and we identify with the point of their various requirements



## Experience chooses the best

1 25 120 3,000 10,000

### Only 1 Mobile & Payment provider

Bluebird is the first and only global manufacturer enterprise in the world that has presented industrial terminals that provide both mobile and payment line-up.

### 25 years

With more than 25 years of research and development, Bluebird proudly presents high-tech solutions in the enterprise terminal field. We have always been setting an example with our devices, and now we are considered standard in the industrial world.

### 120 countries

Bluebird is currently present in more than 120 countries. We have structured our sales and service units to target customer needs in a variety of industries. Global sales and service management is centralized, whereas implementation takes place at the local level. Our process for focusing on the best mobile devices comes from a pure dream to develop everything that we work with.

### 3,000 customers

Bluebird is proactively taking action to cater for our 3000 customers' needs. Our devices have been used by customers in 120 countries for a long periods of time.

### 10,000 applications

From crew members working in European National Railroads, to resource explorers in Brazil Amazon, users have boosted their productivity by partaking in our programs. We are continuing to optimize our products in over 10,000 work environments.



# Sustainable Business and Reliable Service

Thank you for your continued business with us and for the value that you have placed in us. Bluebird warranty program is designed to provide quality care and full support to troubleshoot any problems about your Bluebird devices in entirely new way. With more than 80 global service partners, our engineers are more than capable to assess any problems over the Bluebird devices.

We believe that our care and service personnel are Bluebird's face to our customers. With this belief, our team makes their best endeavors to diagnose issues and return the product to its full functionality as soon as possible. You will be satisfied by our standing behind every Bluebird device. In here you can find information on Bluebird service policies, warranty plans, and contact info to help you reach the operating level you desire. All of Bluebird warranty programs are treated with the same level of service, exclusively taken care by official Bluebird engineers, and with all procedures following a rigorous standard. In addition to giving whole coverage for manufacturer defects, you would gain special perks and wider coverage range with upgraded care programs.

## Bluebird Global Service Guide

Category		Basic Care	Plus Care	Special Care	Total Care
Term	Device	1 year	3 or 5 years	3 or 5 years	3 or 5 years
	Battery	1 year	1 year	1 year	1 year
	Accessory	6 months	6 months	6 months	6 months
Repair by Bluebird Technicians		●	●	●	●
Overall Inspection in accordance with rigorous standard		●	●	●	●
Turnaround Time (in house repair time)		15 days	10 days	7 days	3 days
Repair Coverage	Manufacturer Defect	●	●	●	●
	Normal Wear & Tear	X	X	●	●
	Latest firmware Upgrade loaded	●	●	●	●
Shipping Cost	Inbound	X	X	X	●
	Outbound	●	●	●	●
1 or 2 years Renewal		X	X	●	●
Accidental Breakage		X	X	X	●
Battery Refresh		X	X	Optional	●
Internet Help Desk		●	●	●	●

\* Before purchasing **Battery Refresh** and/or **Total Care**, you have to discuss with our sales manager whether battery shipping is possible for your country according to IATA (International Air Transport Association) rules.

## Basic Care Service



To ensure your satisfaction and stable operation, Bluebird presents you with a 1 year free warranty of Basic Care. Bluebird global service bureau is dedicated to support the Basic Care - warranty of 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 devices and batteries. And accessories are for 6 months. The turnaround time of Basic Care is the same as in house repair time and it takes 15 days. Common wear and tear damages are not covered and the latest firmware upgrades are free. A 1 or 2 years renewal cannot be extended. There is no coverage for accidental breakage. After repairing, Bluebird HQ covers a one way outbound delivery cost from HQ/ASC to Partner. And internet help desk is available.

## Basic Care Service Guide

Category		Basic Care
Term	Device	1 year
	Battery	1 year
	Accessory	6 months
Repair by Bluebird Technicians		●
Overall Inspection in accordance with rigorous standard		●
Turnaround Time (in house repair time)		15 days
Repair Coverage	Manufacturer Defect	●
	Normal Wear & Tear	X
	Latest firmware Upgrade loaded	●
Shipping Cost	Inbound	X
	Outbound	●
1 or 2 years Renewal		X
Accidental Breakage		X
Battery Refresh		X
Internet Help Desk		●

## Plus Care Service



Extend your standard one-year manufacturer’s warranty for 3 or 5 years with Plus Care. It provides a guaranteed 10 business-day turnaround and maximizes your investment over Bluebird devices. If you purchase Plus Care program, the period and coverage of the existing Basic Care program is not applied.

Notable perks of Plus care includes :

Plus Care is a warranty of 3 or 5 years for devices, 1 year for batteries and 6 months for accessories. The turnaround time of Plus Care is the same as in house repair time and it takes 10 days. Common wear and tear damages are not covered. And there is no battery replacement. The latest firmware upgrades are free. A 1 or 2 years renewal cannot be extended. There are no coverage for accidental breakage. After repairing, Bluebird HQ covers a one way outbound delivery cost from HQ/ASC to partner. And internet help desk is available.

## Plus Care Service Guide

Category		Plus Care
Term	Device	3 or 5 years
	Battery	1 year
	Accessory	6 months
Repair by Bluebird Technicians		●
Overall Inspection in accordance with rigorous standard		●
Turnaround Time (in house repair time)		10 days
Repair Coverage	Manufacturer Defect	●
	Normal Wear & Tear	X
	Latest firmware Upgrade loaded	●
Shipping Cost	Inbound	X
	Outbound	●
1 or 2 years Renewal		X
Accidental Breakage		X
Battery Refresh		X
Internet Help Desk		●

## Special Care Service



Special Care is a comprehensive warranty for 3 or 5 years. It provides a guaranteed 7 business-day turnaround and maximizes your investment over Bluebird mobile devices. It offers a 1 or 2 years warranty renewal and can additional purchase battery refresh program. If you purchase Special Care program, the period and coverage of the current Basic Care program is not applied.

Notable perks of Special care includes :

Special Care is a warranty of 3 or 5 years for devices, 1 year for batteries and 6 months for accessories. The turnaround time of Special Care is the same as in house repair time and it takes 7 days. Special care includes various free options such as latest firmware upgrades, common wear and tear coverage. A 1 or 2 years renewal is available after the purchasing of a 3 or 5 years Special Care. Battery replacement is optional. After repairing, Bluebird HQ covers a one way outbound delivery cost from HQ/ASC to Partners. And internet help desk is available.

\* Before purchasing Optional **Battery Refresh**, you have to discuss with our sales manager whether battery shipping is possible for your country according to IATA (International Air Transport Association) rules.

## Special Care Service Guide

Category		Special Care
Term	Device	3 or 5 years
	Battery	1 year
	Accessory	6 months
Repair by Bluebird Technicians		●
Overall Inspection in accordance with rigorous standard		●
Turnaround Time (in house repair time)		7 days
Repair Coverage	Manufacturer Defect	●
	Normal Wear & Tear	●
	Latest firmware Upgrade loaded	●
Shipping Cost	Inbound	X
	Outbound	●
1 or 2 years Renewal		●
Accidental Breakage		X
Battery Refresh		Optional
Internet Help Desk		●



## Total Care Service



Total Care is a comprehensive warranty for 3 or 5 years to protect against Accidental Breakage and has guaranteed rapid turnaround time. It provides a guaranteed 3 business-day turnaround and is designed to assist in giving you peace of mind. It offers a 1 or 2 years warranty renewal and can additional purchase battery refresh program. If you purchase Total Care program, the period and coverage of the current Basic Care program is not applied.

Notable perks of Basic card includes :

Total Care is a warranty of 3 or 5 years for devices, 1 year for batteries and 6 months for accessories. The turnaround time of Total Care is the same as in house repair time and it takes 3 days. Total care includes various free options such as latest firmware upgrades, common wear and tear coverage, accidental breakage, and battery replacement. A 1 or 2 years renewal is available after the purchasing a 3 or 5 years warranty. After repairing, Bluebird HQ covers two ways inbound and outbound delivery cost between partners and HQ/ASC. And internet help desk is available.

\* Before purchasing **Total Care**, you have to discuss with our sales manager whether battery shipping is possible for your country according to IATA (International Air Transport Association) rules.

## Total Care Service Guide

Category		Total Care
Term	Device	3 or 5 years
	Battery	1 year
	Accessory	6 months
Repair by Bluebird Technicians		●
Overall Inspection in accordance with rigorous standard		●
Turnaround Time (in house repair time)		3 days
Repair Coverage	Manufacturer Defect	●
	Normal Wear & Tear	●
	Latest firmware Upgrade loaded	●
Shipping Cost	Inbound	●
	Outbound	●
1 or 2 years Renewal		●
Accidental Breakage		●
Battery Refresh		●
Internet Help Desk		●

## Others

- ① The Bluebird Care is limited to paid devices and batteries. And must be purchased within 90days of Bluebird Shipping date. Bluebird Care is activated from PO received date except Basic Care.
- ② 1 or 2 years renewal
  - Purchasing requirement : before the end of each warranty only the customers who bought Special Care, and Total Care can buy a renewal and the 1 time purchasing of the same warranty program is possible. The price of 1 or 2 years renewal after the purchasing of 5 years Special or Total Care are negotiable with sales manager.
  - Guaranteed terms and conditions : the same condition is guaranteed for 1 or 2 years when you buy it.
- ③ Special Care, and Total Care warranty period is up to 7 years.
- ④ Out of Coverage

Warranty coverage does not cover any of the cases below :

  - Unauthorized service center or untrained person repaired the breakages.
  - Original factory serial numbers have been removed, deleted, damaged.
  - Damages by improper use such as inappropriate packing, opening, assembling, installation, remove, etc.
  - Damages by external shock on purpose.
  - Damages by abnormal use or abusing.
  - Dismantlement by an unauthorized person, intentional damage, accidental disruption by conflagration, larceny and war, disruption by natural disaster like flood or earthquake.
- ⑤ Battery Refresh
  - Battery shipping cost is not included in Battery Refresh service. You cover two ways shipping cost inbound (receive new battery) and outbound (return defected battery).
  - Before purchasing Battery Refresh and/or Total Care, you have to discuss with our sales manager whether battery shipping is possible for your country according to IATA (International Air Transport Association) rules
  - Purchasing requirement : Special Care(optional) and Total Care programs cover battery replacement.
  - Guaranteed terms and conditions : after 24 months of purchasing devices, Bluebird replaces the old batteries.
  - Built-in batteries are excluded.
  - After receiving new the batteries, you have to return the old batteries to Bluebird HQ.
- ⑥ For OS upgrades, you need additional consultation with your Bluebird sales manager.
- ⑦ If you are in exceptional situation that cannot be applied to Bluebird Care, Bluebird can offer a customized warranty under prior consultation.
- ⑧ Internet help desk
  - You can get appropriate service through Bluebird KS and a discrete regional service manager.

# 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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**Bluebird Inc.** (Corporate Headquarters)

3F, 115, Irwon-ro, Gangnam-gu, Seoul, Korea.

Postal#06355

Phone. +82-1577-0778

Fax. +82.2.6499.2242

[www.bluebirdcorp.com](http://www.bluebirdcorp.com)

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