



**Security
enabled**

ABOUT DATALOGIC

Datalogic is a global leader in the automatic data capture and process automation markets, specialized in the design and production of bar code readers, mobile computers, sensors for detection, measurement and safety, RFID, vision and laser marking systems. Datalogic solutions help increase the efficiency and quality of processes in the Retail, Manufacturing, Transportation & Logistics and Healthcare industries, along the entire value chain.

Global industry leaders rely on Datalogic products, benefiting high customer service and innovative products offered for over 45 years.

Datalogic is headquartered in Bologna (Italy), employs approximately 2,700 staff worldwide, distributed in 30 countries, with manufacturing and repair facilities in the USA, Brazil, Italy, Slovakia, Hungary and Vietnam. In 2016 Datalogic had a turnover of 576.5 million Euro and invested over 50 million Euros in Research & Development, with a growing portfolio of over 1,200 patents in multiple jurisdictions.

Datalogic S.p.A. is listed in the STAR segment of the Italian Stock Exchange since 2001 as DAL.MI.

More information about Datalogic at www.datalogic.com



CUSTOMER SERVICE ORGANIZATION

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MULTI-LINGUAL PROFESSIONALS

EASE OF CARE (EoC) PROGRAMS FOR REPAIRS
FAST TURNAROUND + FIXED COST= PEACE OF MIND

GLOBAL COVERAGE ENSURED

BROAD TECHNICAL EXPERTISE ACROSS THE WHOLE PRODUCT RANGE

FEASIBILITY STUDY

ROOT CAUSE ANALYSIS AND REMEDIATION

PROJECT MANAGEMENT

SERVICE TAILORED TO SPECIFIC NEEDS

FAST RESPONSE

STRONG PARTNERSHIPS WITH BEST IN CLASS SERVICE PROVIDERS

24/7 TECHNICAL SUPPORT



Premium Service Coverage

On-site support	Next business day from notification
Phone support	Local language
EoC Comprehensive	Both the 2 days and overnight options, with both ways freight included
EoC 5 days, no comprehensive	Available
Datalogic Repair Center or Authorized Service Partner	Warranty and out of warranty repairs
Countries	European Union, Norway, Switzerland, United States, Canada and Australia



Fast turnaround

On-site support	Within 3 business days from notification
Phone support	English
EoC Comprehensive	The 5 days with one way freight included
EoC 5 days, no comprehensive	Available
Datalogic Repair Center or Authorized Service Partner	Warranty and out of warranty repairs
Countries	Argentina, Brazil, China, Colombia, Mexico, Turkey, Saudi Arabia, Bahrain, United Arab Emirates, Oman and Qatar



Standard support

On-site support	Within 5 business days from notification
Phone support	English
EoC comprehensive	Not available
EoC 5 days, no comprehensive	Not available
Datalogic Repair Center or Authorized Service Partner	Warranty and out of warranty repairs at the nearest DL repair center (may include customs clearance)
Countries	Rest of the World