

BARTEC ALL-IN Service Level Agreements for Mobile Devices



One Contract. Complete Peace of Mind.

BARTEC ALL-IN Service Level Agreements (SLA) keep your mobile devices safe, reliable, and always up to date. With a single comprehensive contract, you benefit from predictable service costs, fast turnaround, and continuous device security for hazardous area operations.

Why Choose a BARTEC ALL-IN SLA for your mobile device?

- Maximum Uptime** – Minimized downtime through professional repairs by a certified BARTEC service center.
- Full Cost Transparency** – One fixed service fee covers inspection fees, labor, and spare parts — no hidden costs.
- Comprehensive Protection** – Coverage includes manufacturer defects, accidental damage, and functional failures resulting from normal wear and tear.
- Ex Compliance Secured** – All inspections and repairs restore full functionality and explosion protection.
- Always Secure & Up to Date** – Software update services ensure your devices remain aligned with the latest Android™ security and performance updates.

New: Software Update Services

- Offline Software Updates for BARTEC SP9EX Smartphone and SC9EX Smartscanner:** keep devices secure and up to date even in offline or closed network environments by getting access to software updates files that can be manually downloaded or rolled out through an EMM to your device.
- LifeGuard for Android™ updates for BARTEC Mobile & Touch Computers:** Zebra Technologies' OS update program service now included with your BARTEC ALL-IN SLA. Extend your mobile or touch computer OS lifecycle and get access to Android version upgrades, regular security patches, bug fixes, and feature enhancements.

Visit our [Enterprise Mobility Support Portal](#) to find out more about the new software update services included with your SLA purchase.

Coverage Highlights

With a BARTEC ALL-IN SLA, you are fully protected.

Manufacturer Warranty vs. SLA ALL-IN coverage

Coverage	Manufacturer warranty	ALL-IN SLA
Manufacturer defects	✓	✓
Accidental damage and normal wear & tear ¹	✗	✓
Incoming inspection fee	✗	✓
Repair turnaround time ²	15 days	5 days
Return freight ³	✓	✓
Complimentary software update services ⁴	✗	✓
Coverage	1 or 2 years	3 or 5 years

✓ included ✗ not included

- 1) Exclusions apply. Refer to our SLA contracts for full terms and conditions.
- 2) Repair turnaround time is BARTEC's in-house target repair time and excludes time in transit to and from our Service Center in Germany.
- 3) From BARTEC's Service Center in Germany back to the customer. Import duties, custom clearance cost, etc. are not included.
- 4) Complimentary software update services include Offline Software Updates for BARTEC SP9EX Smartphone and SC9EX Smartscanner or LifeGuard for Android Updates for BARTEC Mobile & Touch Computers. Over-the-air software updates for BARTEC SP9EX Smartphone and SC9EX Smartscanner are included with the device purchase and do not require the purchase of a BARTEC SLA.

Convenient repair requests

Starting a repair or return for your BARTEC mobile device is straight forward and convenient. With our Return Material Authorization (RMA) process, you can initiate a repair request from anywhere, at any time, ensuring that your devices are returned to operation quickly.

Simply download the [RMA form](#) from bartec.com/service-support/returns-repair and send it to services@bartec.com complete with devices details and a short failure description.

Our [RMA processing guide](#) provide step-by-step instructions to ensure your repair is managed smoothly and efficiently.

At a Glance: Warranty and SLA ALL-IN Coverage

	Manufacturer Warranty			SLA ALL-IN	
	1 year	2 years	extendable by 1 year	3 years	5 years
Mobile & Touch Computers					
TC78 ^{ex} -NI Touch Computer		✗		✗ (467570) (00-1299)	✗ (467564) (00-1297)
BARTEC MC9400/9450 ^{EX} Mobile Computer		✗		✗ (445226) (00-1272)	✗ (483554) (00-1337)
Barcode Scanners					
BCS3600 ^{ex} -IS Hand-held scanner (Type: 17-A1S4-* [*])		✗		✗ 425152 (00-1252)	✗ (483687) (00-1339)
BCS3600 ^{ex} -NI Hand-held scanner (Type: B7-A2S4-*HP*)		✗		✗ 425152 (00-1252)	✗ (483689) (00-1341)
BCS3600 ^{ex} -NI Hand-held scanner (Type: B7-A2S4-*ER*)		✗		✗ 425152 (00-1252)	✗ (483697) (00-1343)
Smartphones					
BARTEC SP9 ^{EX} Smartphone			✗	✗ (474472) (00-1321)	✗ (474470) (00-1319)
BARTEC SC9 ^{EX} Smartscanner			✗	✗ (474473) (00-1322)	✗ (474471) (00-1320)
BARTEC SP9 ^{EX} Smartphone			✗	✗ (479790) (00-1330)	✗ (479769) (00-1329)
Tablets					
Agile S NI Tablet PC		✗		✗ (440222) (00-1266)	✗ (440220) (00-1264)
BARTEC ET60/65 ^{EX} Android Tablet		✗		✗ (482339) (00-1334)	✗ (482335) (00-1333)

Learn More

Interested in protecting your BARTEC mobile device with a BARTEC ALL-IN SLA? [Contact](#) your local BARTEC sales office or reseller to learn more about our service offer and find the right contract option for your operations.