Launch Product Marketing Bulletin – PMB-10514 Rev B

Date: October 5, 2020

Business Segment: ☒ EMC ☐ DCS ☐ Printers ☐ Supplies ☐ Solutions ☐ Service

Contact: David Chu
Telephone: 1.631.213.3141
Email: David.Chu@zebra.com

Urgency Level	Notice applies to regions:		Government:	Published for:
General Information	☒ **North America** ☒ **Latin America**	☒ **EMEA** ☒ **Asia Pacific**	☒ **Federal** ☒ **North America State & Local**	☒ **Associates** ☒ **Partners** ☒ **Distributors**

Description:	EC50: Launch Announcement
Reason for Change:	**PMB-10514 Rev B: Announcing the Launch of EC50**

1. Introduction

Note: Rev B updates include:

- **general release of EC50 moved to October 23, 2020 with a couple of exceptions noted in red in section 2A**
- **staggered release of EC5x accessories in section 2B**
- country-specific SKUs and cradle availability updates/changes **in red**

Introducing the thinnest, lightest Zebra mobile computer yet — the EC50 WiFi enterprise mobile computer. Designed to be individually assigned to workers, the EC50 gives your customers the power to meet the needs of every moment by delivering the best of all worlds — the great smartphone look and feel workers want in their business device, the durability for all-day everyday business, plus all the business features the users need to drive personal productivity, collaboration and device value to a new high.

The EC50 is ready for the future with support for payment options and RFID. Your customers get extreme flexibility — in just seconds, the same device that slips into a pocket can turn into a full workstation, a gun-style device that brings extreme comfort to scan intensive tasks, and a two-way radio or a PBX handset for better collaboration via voice and text. Easily find lost and misplaced devices, even when they are powered down, with Device Tracker.

The ability to purchase these devices for four years eliminates the complexities of managing different models with different platforms. And the optional gold standard in support is available to keep your customers' devices up, running and in the hands of their workers. The EC50 — the individually assigned smartphone-style enterprise mobile computer that is all business. Some feature highlights include:

- Thin and light-weight smartphone-like form factor that is small enough to fit in your pocket, yet powerful enough to multi-task in Retail, Hospitality, and Ancillary Healthcare use cases
- Same SD660 platform across the Zebra mobile computer portfolio
- Secondary BLE for finding your EC50, even when the device has a depleted battery or is powered off (Device Tracker solution and licensing updates will be announced in separate notification / PMB in Q4 2020)
- Two Scanning Configurations:
  - Integrated SE4100 scan engine
  - No scanner configuration - for low scanning use cases via rear camera
- High capacity 3060 mAh and 4180 mAh rechargeable batteries (user accessible, to replace worn / old batteries)
- 5 inch HD display
- Integrated NFC
- Android 10 OS at launch, upgradable to Android 11 (Support for future Android OS releases past Android 11 are subject to Qualcomm validation)

2. Configurations Available for Booking

2A. EC50 Configurations Available for Booking

Note: All EC50s ship with standard 3060 mAh battery. No-scanner SKUs noted below **in red** are planned to be available October 30, 2020. Charging and other accessories such as extended battery/extended battery door need to be ordered separately as outlined in section 2B.

Part Number	Description	Discount Category	List Price	Planned Availability Date
EC500K-01B112-NA	EC50 ANDROID, 3GB RAM/32GB FLASH, SE4100, 13MP REAR CAMERA, MICRO SD, GMS, 2-PIN BACK CONNECTOR, US	A8	$1,400	23-Oct-20
EC500K-01B222-NA	EC50 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, GMS, 2-PIN BACK CONNECTOR, US	A8	$1,450	23-Oct-20
EC500K-01B223-NA	EC50 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, GMS, 8-PIN BACK CONNECTOR, US	A8	$1,475	23-Oct-20
EC500K-01D121-NA*	EC50 ANDROID, 3GB RAM/32GB FLASH, NO SCAN ENGINE, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, GMS, NO I/O CONNECTOR, US	A8	$1,310	**30-Oct-20***
EC500K-01B112-A6	EC50 ANDROID, 3GB RAM/32GB FLASH, SE4100, 13MP REAR CAMERA, MICRO SD, GMS, 2-PIN BACK CONNECTOR, ROW - Excludes China	A8	$1,400	23-Oct-20
EC500K-01B222-A6	EC50 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, GMS, 2-PIN BACK CONNECTOR, ROW - Excludes China	A8	$1,450	23-Oct-20

Part Number	Description	Discount Category	List Price	Planned Availability Date
EC500K-01B223-A6	EC50 ANDROID, 4GB RAM/64GB FLASH, SE4100, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, GMS, 8-PIN BACK CONNECTOR, ROW - Excludes China	A8	$1,475	23-Oct-20
EC500K-01D121-A6*	EC50 ANDROID, 3GB RAM/32GB FLASH, NO SCAN ENGINE, 5MP FRONT CAMERA, 13MP REAR CAMERA, MICRO SD, GMS, NO I/O CONNECTOR, ROW - Excludes China	A8	$1,310	**30-Oct-20***

2B. EC5X Series Accessories

Note: Some EC5X accessories will be released prior to the terminal availability and others available on October 23, 2020. All items that are planned to be available different from October 23, 2020 are denoted by asterisk (*).

Part Number	Description	Discount Category	List Price	Planned Availability Date
SG-EC5X-SCRNPT1-01*	EC50/EC55 Screen Protector	A1	$30	**13-Oct-20***
SG-EC5X-HSTRP1-01	EC50/EC55 Hand strap, supports device with either standard or extended battery	A1	$29	23-Oct-20
SG-EC5X-HLSTR1-01	EC50/EC55 Soft Holster, supports device with standard or extended battery	A1	$89	23-Oct-20
SG-EC5X-BOOT1-01	EC50/EC55 Protective Boot, supports device with standard or extended battery	A1	$70	23-Oct-20
SG-EC5X-TCLIP1-01	EC50/EC55 Tethered Coil with vest/garment clip	A1	$79	23-Oct-20
TRG-EC5X-SNP1-01*	EC50/EC55 Snap-On Trigger Handle, supports device with either standard or extended battery (NOT compatible devices with "NO I/O CONNECTOR")	A1	$245	**13-Oct-20***
CBL-EC5X-USBC3A-01*	USB-C to USB-C Communications and Charging Cable, 1m long; Support 3.0 Superspeed and Fast Charge	A1	$12	**13-Oct-20***
PWR-WUA5V15W0US*	USB-C Wall Charger support up to 3A charge with US Plug	A1	$30	**13-Oct-20***

PWR-WUA5V15W0AU*	USB-C Wall Charger support up to 3A charge with Australia plug	A1	$30	**13-Oct-20***
PWR-WUA5V15W0EU*	USB-C Wall Charger support up to 3A charge with European Union Plug	A1	$30	**13-Oct-20***
PWR-WUA5V15W0GB*	USB-C Wall Charger support up to 3A charge with Great Britain plug	A1	$30	**16-Oct-20***
CRD-EC5X-1SCU-01*	EC50/EC55 Single Slot Charge & USB-C Cradle; Supports device with/without trigger gun; Includes power supply (PWR-BGA12V50W0WW) and DC cable (CBL-DC-388A1-01); AC Cable & USB-C Cable (CBL-EC5X-USBC3A-01) sold separately	A1	$300	**13-Oct-20***
CRD-EC5X-1SCUE-01*	EC50/EC55 Single Slot Charge & USB-C/Ethernet Cradle; Supports device with/without trigger gun; Includes power supply (PWR-BGA12V50W0WW) and DC cable (CBL-DC-388A1-01); AC Cable & USB-C Cable (CBL-EC5X-USBC3A-01) sold separately	A1	$350	**13-Oct-20***
CRD-EC5X-4SCOL-01*	EC50/EC55 4-Slot Charge Only Locking Cradle; Supports device without trigger gun; Includes power supply (PWRBGA12V108W0WW) and DC cable (CBL-DC-381A1-01); AC Cable sold separately	A1	$719	**13-Oct-20***
CRD-EC5X-4SCO-01*	EC50/EC55 4-Slot Charge Only Non-Locking Cradle; Supports device without trigger gun; Includes power supply (PWRBGA12V108W0WW) and DC cable (CBL-DC-381A1-01); AC Cable sold separately	A1	$600	**13-Oct-20***
CRD-EC5X-1SWS-01*	EC50/EC55 Workstation Docking Cradle Kit with HDMI, Ethernet and multiple USB Ports. Includes power supply (PWRBGA12V50W0WW) and DC cable (CBL-DC-388A1-01). Country specific AC line cord sold separately	A1	$550	**13-Oct-20***
CRD-EC5X-SE5ET-01*	EC50/EC55 5-Slot Charge & Ethernet Communication Cradle - 5 devices; Supports device with/without trigger gun, Includes Power Supply and DC Cable (PWR-BGA12V108W0WW, CBL-DC-382A1-01); AC line cord sold separately	A1	$1,099	**30-Nov-20***
CRD-EC5X-VCH1-01	EC50/EC55 In-Vehicle Holder; Supports device with/without protective boot	A1	$109	23-Oct-20
BTRY-EC5X-ST1-01	EC50/EC55 3060 MAH POWERPRECISION LI-ON BATTERY (SINGLE PACK)	A1	$75	23-Oct-20
BTRY-EC5X-EX1-01	EC50/EC55 4180 MAH POWERPRECISION LI-ON BATTERY (SINGLE PACK)	A1	$99	23-Oct-20

KT-EC5X-EXBTYD1-01	EC50/EC55 EXTENDED BATTERY DOOR ONLY; BATTERY SOLD SEPARATELY	A1	$8	23-Oct-20
ADP-USBC-35MM1-01*	USB-C to 3.5mm Adapter Cable with PTT button headset support	A1	$99	**13-Oct-20***
CBL-DC-381A1-01	DC LINE CORD FOR RUNNING MULTI-SLOT CRADLES FROM A SINGLE LEVEL VI POWER SUPPLY PWR-BGA12V108W0WW	A1	$30	AVAILABLE NOW
CBL-DC-382A1-01	DC LINE CORD FOR RUNNING MULTI-SLOT CRADLES FROM A SINGLE LEVEL VI POWER SUPPLY PWR-BGA12V108W0WW	A1	$30	AVAILABLE NOW
CBL-DC-388A1-01	DC LINE CORD FOR RUNNING THE SINGLE SLOT CRADLES OR BATTERY CHARGERS FROM A SINGLE LEVEL VI POWER SUPPLYPWR-BGA12V50W0WW	A1	$11	AVAILABLE NOW
PWR-BGA12V108W0WW	LEVEL VI AC/DC POWER SUPPLY BRICK. AC INPUT: 100-240V, 2.8A. DC OUTPUT: 12V, 9A, 108W. REQUIRES: DC LINE CORD AND COUNTRY SPECIFIC GROUNDED AC LINE CORD.	A1	$119	AVAILABLE NOW
PWR-BGA12V50W0WW	Level VI AC/DC Power Supply Brick. AC Input: 100-240V, 2.4A. DC Output: 12V, 4.16A, 50W. REQUIRES: DC LINE CORD AND COUNTRY SPECIFIC GROUNDED AC LINE CORD.	A1	$56	AVAILABLE NOW

3. Country Release Schedule

The full list of EC50 part numbers and descriptions are listed in section 2A. Countries not planned for release on October 23, 2020 are distinguished with asterisk (*) in planned release date column.

Part Number	Country Code	Country Name	Planned First Book Date	Planned Release Date
EC500K-XXXXXX-A6	AI	Anguilla	TBD	**Jan 30, 2021***
EC500K-XXXXXX-A6	AR	Argentina	TBD	**May 3, 2021***
EC500K-XXXXXX-A6	AU	Australia	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	AT	Austria	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	BE	Belgium	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	BO	Bolivia	TBD	Mar 20, 2021*
EC500K-XXXXXX-A6	BQ	Bonaire/Saba	TBD	Feb 13, 2021*
EC500K-XXXXXX-A6	BA	Bosnia	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	BR	Brazil	TBD	May 3, 2021*
EC500K-XXXXXX-A6	BG	Bulgaria	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-NA	CA	Canada	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	CL	Chile	TBD	Mar 6, 2021*
EC500K-XXXXXX-CN	CN	China	TBD	**Mar 11, 2021***

EC500K-XXXXXX-A6	CX	Christmas Island	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	CO	Colombia	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	CR	Costa Rica	TBD	Jan 30, 2021*
EC500K-XXXXXX-A6	HR	Croatia	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	CW	Curacao	TBD	Mar 6, 2021*
EC500K-XXXXXX-A6	CY	Cyprus	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	CZ	Czech Republic	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	DK	Denmark	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	DO	Dominican Republic	TBD	Mar 6, 2021*
EC500K-XXXXXX-A6	EC	Ecuador	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	EG	Egypt	TBD	Feb 13, 2021*
EC500K-XXXXXX-A6	SV	El Salvador	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	EE	Estonia	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	FK	Falkland Islands	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	FI	Finland	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	FR	France	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	GF	French Guiana	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	DE	Germany	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	GR	Greece	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	GU	Guam	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	GP	Guadeloupe	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	GT	Guatemala	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	GY	Guyana	TBD	Mar 20, 2021*
EC500K-XXXXXX-A6	HN	Honduras	TBD	Mar 20, 2021*
EC500K-XXXXXX-A6	HK	Hong Kong	TBD	Feb 13, 2021*
EC500K-XXXXXX-A6	HU	Hungary	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	IS	Iceland	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-IA	IN	India	TBD	**Apr 12, 2021***
EC500K-XXXXXX-A6	ID	Indonesia	TBD	**Mar 26, 2021***
EC500K-XXXXXX-A6	IE	Ireland	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	IL	Israel	TBD	Mar 6, 2021*
EC500K-XXXXXX-A6	IT	Italy	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	JM	Jamaica	TBD	Jan 30, 2021*
EC500K-XXXXXX-**A6**	JP	Japan	TBD	**Nov 14, 2020***
EC500K-XXXXXX-A6	KZ	Kazakhstan	TBD	**Apr 2, 2021***
EC500K-XXXXXX-A6	LV	Latvia	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	LB	Lebanon	TBD	Mar 20, 2021*
EC500K-XXXXXX-A6	LI	Liechtenstein	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	LT	Lithuania	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	LU	Luxemburg	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	MG	Macedonia	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	MY	Malaysia	TBD	**Feb 19, 2021***
EC500K-XXXXXX-A6	MT	Malta	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	MP	Mariana Islands	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	MQ	Martinique	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXX-A6	MX	Mexico	TBD	Mar 30, 2021*

EC500K-XXXXXX-A6	ME	Montenegro	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	MA	Morocco	TBD	Jan 30, 2021*
EC500K-XXXXXX-A6	NL	Netherlands	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	NZ	New Zealand	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	NI	Nicaragua	TBD	Apr 17, 2021*
EC500K-XXXXXX-A6	NF	Norfolk Island	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	NO	Norway	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-XP	PK	Pakistan	TBD	Mar 20, 2021*
EC500K-XXXXXX-A6	PA	Panama	TBD	**Mar 6, 2021***
EC500K-XXXXXX-A6	PY	Paraguay	TBD	Apr 4, 2021*
EC500K-XXXXXX-A6	PE	Peru	TBD	**Mar 6, 2021***
EC500K-XXXXXX-A6	PH	Philippines	TBD	**Feb 13, 2021***
EC500K-XXXXXX-A6	PL	Poland	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	PT	Portugal	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	PR	Puerto Rico	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	RO	Romania	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-RU	RU	Russia	TBD	**Apr 2, 2021***
EC500K-XXXXXX-A6	SA	Saudi Arabia	TBD	Jan 30, 2021*
EC500K-XXXXXX-A6	RS	Serbia	TBD	Jan 30, 2021*
EC500K-XXXXXX-A6	SG	Singapore	TBD	Jan 30, 2021*
EC500K-XXXXXX-A6	SK	Slovak Republic	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	SI	Slovenia	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	ZA	South Africa	TBD	**May 6, 2021***
EC500K-XXXXXX-**A6**	KR	South Korea	TBD	**Mar 30, 2021***
EC500K-XXXXXX-A6	ES	Spain	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	LK	Sri Lanka	TBD	Mar 6, 2021*
EC500K-XXXXXX-A6	SE	Sweden	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	CH	Switzerland	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	TW	Taiwan	TBD	**Nov 14, 2021***
EC500K-XXXXXX-A6	TH	Thailand	TBD	Jan 30, 2021*
EC500K-XXXXXX-A6	TT	Trinidad/Tobago	TBD	Apr 10, 2021*
EC500K-XXXXXX-**TR**	TR	Turkey	TBD	Mar 6, 2021*
EC500K-XXXXXX-A6	UA	Ukraine	TBD	Mar 6, 2021*
EC500K-XXXXXX-A6	AE	United Arab Emirates	TBD	Jan 30, 2021*
EC500K-XXXXXX-A6	UK	United Kingdom	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-NA	US	United States	Sep 4, 2020	Oct 23, 2020
EC500K-XXXXXX-A6	UY	Uruguay	TBD	Jan 30, 2021*
EC500K-XXXXXX-A6	VE	Venezuela	TBD	Apr 4, 2021*
EC500K-XXXXXX-A6	VN	Vietnam	TBD	Mar 6, 2021*

4. Future Configurations

Additional SKUs may be added post launch. Please consult Solutions Pathway.

5. Reference Material on the Web

EC50 product information and marketing assets can be found on The Source (internal Zebra) and Partner Gateway using search term: "EC50"

- EC50 Specification Sheet
- EC50 Battle Card
- EC50 Customer-facing Presentation
- EC50 Selling Guide Presentation
- EC50 Product Word Descriptions
- EC50 Customer Top 5 Reasons to Buy
- EC50 Partner Top 5 Reasons to Sell
- EC50 Configurations and Accessories Guide
- Practical Guide to Selling (Positioning Guide)

The EC50 individually assigned mobile computers will be announced publicly on **Wednesday, October 28,** 2020 on http://www.zebra.com/ec50-ec55

- Software Support at http://www.zebra.com/support and search "EC50"
- Graphics Library - For product photography, visit Zebra's Media Library, and search "EC50"

Training:

Training information will be available on the Partner Gateway resource and training tab located on the EC50 product pages.

New EC5XX Series 3D Models will be available (Zebra Internal only) on or about September 30, 2020 in the Interactive 3D Browsers Library under Handheld Computers.

6. LifeGuard for Android

Recently Zebra introduced LifeGuard™ for Android™ (LG) representing an Operating System (OS) security support model for select Zebra Android products covered by a Zebra OneCare active contract. (Read about LifeGuard as part of our **Mobility DNA Solution**).

LG is available on the EC50 and for devices covered by a Zebra OneCare active contract, it includes the following support:

1) **Extended Security Service Life** - Security updates under LG is based on the device life cycle. Under LG, security patches are made available for the product hardware service life. For Zebra products that is either 6, 8, or 10 years. This is well beyond the security support

provided by Google. Extended security support significantly lowers customer Total Cost of Ownership (TCO) by enabling devices to stay in service for a longer period of time.

2) **Timely, Periodic Security Updates** – customers receive security updates as frequently as monthly or quarterly (depending on the platform lifecycle). Having the latest updates on a regular cadence enhances portfolio security while making update logistics more manageable.

3) **Security Support Through OS transitions** - when Zebra releases a new Android OS, quarterly, LifeGuard updates for the older OS continues for a period of 12 months. Referred to as an OS Transition Period (OTP), this maintains the security of the customer portfolio during the transition to a new OS release.

For more information about LifeGuard, please click **here.**

7. Zebra Services

Constant, peak performance and device uptime. That is the upside of protecting your Zebra investment while also reducing device vulnerabilities with our Zebra OneCare™ support services. Eliminate unexpected disruptions and unbudgeted repair expenses and so much more. You get comprehensive coverage, technical support, software and LifeGuard security updates, and cloud-based visibility into your contracts, repair data, tech support cases and more. Zebra OneCare provides:

- Priority access 8x5 local time live-agent technical support and 24x7 access to Zebra's online Support Center << www.zebra.com/support >
- Access to Software/firmware updates including LifeGuard™ security updates
- Configurable cloud-based visibility into your contracts, tech support cases, LifeGuard Analytics report, and repair data including repair lifecycle, ontime delivery, repair return rate, repair repeat and top repair metrics with VisibilityIQ™ OneCare™
- Repair Services with 3-day depot turnaround repair time and Advance Device Replacement options

And to address business-critical needs, you can optimize your customer's support service plan with additional flexible Options where available:

- **Commissioning Service Option** – customers receive their devices ready to go, out of the box, back from repair with their settings, software, and applications.
- **Battery Maintenance Option –** extends coverage to include batteries. We'll test all batteries and supply standard life replacements for those batteries that cannot reach a minimum 80% charge while being tested.
- **Battery Refresh Option -** your customer's devices will need a new battery at some point in time. Add this option to your service agreement so your customers get a single consolidated shipment of replacement batteries, of type specified by the part number ordered for each Product, to be made to a Customer-designated location at a predetermined time.
- **Expedited Logistic Options include**:
  - **Expedited Collections Option -** entitles the customer to request prepaid shipping labels and to schedule carrier pick up using the Zebra RMA portal. The shipping service from the Customer to the Zebra Repair Center is Express, which in most cases is next

business day. Zebra arranges transport, bears shipping costs and risks to the Zebra Repair Center. Return shipment of repaired product is economy service from the Repair Center

- **Expedited 2-Way Shipping Option -** provides Express shipping of devices into Zebra's Repair Center and also provides Express return shipping of the repaired devices from Zebra's Repair Center back to the Customer. Customer requests pre-paid shipping labels and schedules carrier pick up from the Zebra RMA portal. The shipping service in both directions is Express, which in most cases is next business day. Zebra arranges transport and bears shipping costs and risks to and from the Zebra Repair Center.

Zebra OneCare support services are available to keep the new EC5XTouch Computers operating at peak performance throughout its lifecycle; The following Zebra OneCare Support Services are the recommended services and part numbers available. For a complete list of available services please visit Zebra Solutions Pathway.

Support Offer	Service Description	Service Part Number	Time of Purchase	Length of Coverage

Zebra OneCare Essential	- Multiple years of seamless coverage at a one-time cost
	- Depot repair with 3-day in-house turnaround time
	- Covers:
	  – Normal wear and tear
	  – Internal and external components damaged through accidental breakage
	  – Select accessories that ship together with the product
	- Service Dashboard
	- Automatic application of engineering changes
	- Full access to technical support resources
	- Rights to download and use software releases and supporting documentation
		Z1AE-EC5XXX-3C00	Up front with the hardware (prepaid) or within 30 days thereafter	3 years

		Z1AE-EC5XXX-5C00		5 years
Zebra OneCare Select	- Multiple years of seamless coverage at a one-time cost - Advance device replacement - Commissioning	Z1AZ-EC5XXX-3C03 (NA only) Z1AS-EC5XXX-3C03		3 years

	• Covers:
	   – Normal wear and tear
	   – Internal and external components damaged through accidental breakage
	   – Select accessories that ship together with the product
	• Enhanced Service Dashboard
	• 24/7 Level I support
	• Automatic application of engineering changes
	• Full access to technical support resources
	• Rights to download and use software releases and supporting documentation
		Z1AZ-EC5XXX-5C03
		(NA only)
		Z1AS-EC5XXX-5C03
				5 years

8. Software Support and Entitlement Process

Except for warranty coverage, which will be as specified below, End User Customers are required to have a valid Zebra OneCare Technical Support and Software (TSS), Special Value, Essential or Select service agreement in place to be entitled to any restricted software including Printer Profile Manager Enterprise, Enterprise Connector, LifeGuard, telephone and e-mail support. End user Customers will need to provide product information when initiating their support requests, including the serial number of the product configuration(s) for which they require restricted software and/or support.

For warranty coverage, software is licensed "as is" with no warranty. However, unless otherwise stated by Zebra in the product warranty exceptions list at https://www.zebra.com/content/dam/zebra_new_ia/en-us/support-and-downloads/general/Warranty/product-warranty-exceptions-list.pdf or in a sales agreement between Zebra and End-User Customer, for restricted software and for licensed demoware, as identified at zebra.com, End-User Customer may, for a period of 90 days from when the instance of Software or Hardware are first shipped by Zebra or, with proof of purchase or license, from the purchase date whichever is later, obtain if available, releases, from https://www.zebra.com/us/en/support-downloads.html and technical support.

End User Customers who wish to purchase a services agreement can do so through the normal channels that they currently use to purchase Zebra products and services. Requests to download restricted software releases are completed through Support and Downloads pages at https://www.zebra.com/us/en/support-downloads.html. For purposes hereof End User Customer means the original user of the product.

9. Other Information

NOTE: PLEASE REFER TO THE LINKS BELOW FOR THE MOST UP TO DATE PRODUCT INFORMATION AND PRODUCT OPTIONS. INFORMATION SUCH AS GLOBAL (REGION SPECIFIC) PRICING, PRODUCT AVAILABILITY, AND PRODUCT ACCESS CODES ARE AVAILABLE. ZEBRA ASSOCIATES SIGN INTO THE EMPLOYEE PORTAL USING YOUR COREID/USER NAME AND PASSWORD. ZEBRA PARTNERS/DISTRIBUTORS SIGN INTO PARTNERGATEWAY. THE SOLUTIONS PATHWAY LINK WILL BE UNDER "CONNECTING TOOLS".

10. Frequently Asked Questions

Q. What product in the Zebra portfolio is EC50 replacing?
A. The EC50 is a new category of individually assigned enterprise mobile computer in a smartphone-like form factor and hence not replacing any of the existing products within the Zebra portfolio.

Q. What OS will the EC50 release with?
A. The EC50 will release with Android 10.

Q: How can I charge my EC50?
A: There are a few different charging solutions. See section 2B for exact part numbers.
- USB C cable with wall adapter
- Low cost single slot charge only cradle
- Single-slot charge cradle with Ethernet connectivity
- 4-slot charge cradle (non-locking)
- 4-slot charge cradle (locking)
- Workstation docking cradle
- 5-slot Ethernet & Charge Cradle

Q: Do I have to send the EC50 back to Zebra or find an authorized Services partner to change old worn-out batteries?
A: No, the EC50 allows end-user access to the battery for easy replacement of worn-out batteries or to switch to the extended battery.

Q: Is there a workstation cradle option for the EC50?
A: Yes, there is a workstation cradle kit, part number CRD-EC5X-1SWS-01, that can be purchased separately allowing connectivity to monitor, keyboard, printer, and other peripherals to provide a desktop experience.

Q: Is there a spare battery charger for the EC50?
A: No, there is no method to charge the battery outside of the device itself. The EC50 is intended to be individually assigned, however end-user does have access for easy replacement of worn-out batteries without having to send the device in for Services.

Q: Is there a version of the EC50 without a scanner?
A: Yes, we have a version of the EC50 without a scanner populated. In this version of the product line the scan keys are programmed to activate the rear camera for scanning.

Q. Will there be WWAN versions of the EC5X?
A. Future updates and associated DN and PMB will address availability of WWAN SKUs (EC55).

Q. For scan intensive use case, will there be a trigger handle accessory offered with the EC5X?

A. Yes, as noted in section 2B, TRG-EC5X-SNP1-01 is offered as a snap-on trigger handle that work with any EC5X with a 2-pin or 8-pin rear I/O connector. Devices with "no rear I/O connector" are NOT compatible with this trigger handle. As the rear I/O connectors are not field replaceable, please plan accordingly.

Q. Will there be RFID capability offered with the EC5X?
A. Future updates and associated DN and PMB will address availability of RFID optional sled. SKUs in section 2A that denote "8-pin back connector" in description are RFID-ready. As the rear I/O connectors are not field replaceable, please plan accordingly.

Q. What is the life cycle of the EC5X Series?
A. EC5X series is a 4x4 product. Four years of sales, and four years of service beyond the end of sale date of the device.

Q. What is recommended for cleaning an EC50?
A. Please see this link for cleaning agents and processes.
https://www.zebra.com/us/en/blog/posts/2020/how-to-clean-your-mobile-devices-tablets-scanners-printers.html

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