

PROGLOVE - for a smarter workforce

PROGLOVE CARE



Quick and easy
with advanced exchanges



Full cost control
through a complete offering



Maximize device performance
with reliable services

One premium program to cover it all

ProGlove Care provides you with comprehensive coverage and support for your ProGlove scanners. This simple and robust warranty package has a term of three or five years, enabling high operational readiness.



One simple premium program for all ProGlove MARK system needs including connectivity devices and charging stations



Optimize operational readiness with one day preparation of replacement devices



Full cost control through covered maintenance and repair costs



Battery maintenance and warranty included

Help desk



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SERVICE OVERVIEW

PROGLOVE CARE SERVICE	PG CARE	STANDARD
Advanced Exchange (replacement dispatch initiated within 1 business day)	✓	✗
Accidental Damage Coverage	✓	✗
Turn Around Time	3 - 5 days	10 - 14 days
Battery Maintenance	✓	✗
Battery Warranty	3/5 years	1 year
Charger Repair Coverage	✓	✗
Same Day Live Agent (Mo-Fri; 9am - 5 pm)	✓	✗
Online Support and Help Desk	✓	✓
Firmware Updates	✓	✓
Manufacturers Defects	✓	✓
Care Add On Period Post Purchase	Within 90 days	

PACKAGES

PACKAGE OPTIONS	
3-year Coverage	MARK Basic
	MARK 2
	MARK Display
5-year Coverage	MARK Basic
	MARK 2
	MARK Display
3-year with AP/Gateway	MARK Basic
	MARK 2
	MARK Display
5-year with AP/Gateway	MARK Basic
	MARK 2
	MARK Display



PROGLOVE

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