

# HONEYWELL EDGE SERVICES

Printers

Edge Services is a complete solution that provides support for the entire lifecycle of a printer - from configuration and installation to ongoing support, migration, asset retirement, and recycling.

## SERVICE BENEFITS FOR PRINTERS

Labels, tickets, tags, and receipts, to name a few, are essential to doing business so trust Honeywell Edge Services to support and maintain your printing solution. Select from three levels of service and available add-on options to customize the support plan that best fits the needs of your business and budget.

Basic and Gold maintenance service plans cover critical technical support with the ability to customize with upgrade options. The Platinum Solution plan offers our most comprehensive coverage and includes not only the printer, but also parts like printheads, platen rollers, cutters and batteries.

Honeywell Edge Services also includes an on-site repair upgrade option for Platinum and Gold service plan levels. When you can't ship your bulky industrial or desktop printer to a service depot, Honeywell offers on-site repair services to get your printers back up and running.



Use Honeywell Media to increase printhead life and reduce overall spend. Receive a free printhead replacement for your Honeywell printer with the purchase of Honeywell Media.

## KEY UPGRADE OPTIONS



### Full Comprehensive Upgrade

Replaces damaged printers beyond the scope of repair.



### On-Site Service

For Industrial and Desktop Printers - Technicians will arrive within 48 hours for repairs.



### Accessory Coverage

Replaces damaged printheads, platen rollers, and cutters.



### Battery Refresh

New batteries provided based on the length of the service contract.

**Honeywell**

## PRINTER SERVICE PLANS

SERVICES	BASIC	GOLD	PLATINUM
Contract Length	1 or 2 Years	3 or 5 Years	3 or 5 Years
Operational Intelligence <sup>1</sup>	Can be added to Basic Contracts	Can be added to Gold Contracts	✓
Spare Pool Management			✓
Cutter Replacement			✓
Printhead Replacement			✓
Accessory Replacement			✓
Battery Replacement			✓
Device Replacement			✓
Accidental Damage			-
Component Repair	-	✓	✓
Wear and Tear	-	✓	✓
Warranty Repair	✓	✓	✓
Technical Support	✓	✓	✓
Depot Turnaround Time (TAT)	15 Days	5 Days <sup>2</sup>	2 Days

### MANAGED SERVICES\*

#### Managed Deployment

- Installation
- Configuration
- Staging and Kitting

#### Project Management

#### Spare Pool Management

#### Preventative Maintenance

#### Recycling and Buyback Services

#### Image Management<sup>3</sup>

#### On-site Service<sup>4</sup>:

Platinum: 24-Hour TAT

Gold: 48-Hour TAT

\*Sold Separately; May not be available in all regions.

Check with local Honeywell Representative for availability.

#### For more information

[www.honeywellaidc.com/products/support-services](http://www.honeywellaidc.com/products/support-services)

#### Honeywell Productivity Solutions and Services

9680 Old Bailes Road  
Fort Mill, SC 29707  
800-582-4263

<sup>1</sup>Only includes Performance Professional Module

<sup>2</sup>2-day TAT upgrade available

<sup>3</sup>Only available for Mobile Printers

<sup>4</sup>Only available for select Printers

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