

Service Description

Battery Replacement Service

The following services are provided subject to Honeywell Safety and Productivity Solutions' ("HSPS") current service contract terms and conditions available at <http://www.honeywellaidc.com/working-with-us/agreements> or customer's applicable separate signed agreement with HSPS.

The HSPS Battery Replacement Service provides the Customer with one replacement battery per device covered by a Honeywell three-year service contract, or two replacement batteries for a five-year service contract.

Service Overview

HSPS provides this optional add-on service to our Plus or legacy Comprehensive Repair Service Contracts for our branded Mobile Computer hardware products for a period of 3 or 5 years.

This service includes:

- One replacement battery per covered device for a 3-year service contract or two replacement batteries for a 5-year service contract;
- Bulk shipment of replacement batteries to a single customer location;
 - For a 3-year contract, battery replacement is recommended at 18–24 months from initial deployment of mobile computers;
 - For a 5-year contract, the first battery replacement is recommended at 18–24 months from initial deployment of mobile computers, and the second battery replacement is recommended at 36–48 months from the initial deployment;
 - Customer has the option of requesting a bulk shipment of up to half or all of the batteries due at the recommended battery replacement point (i.e., 18–24 or 36–48 months), shipped in one shipment to a single delivery point. Honeywell will not ship individual batteries to multiple locations.
- Minimum coverage volume is 50 units.

Service Exclusions

Without limitation, this service does not include:

- HSPS products not covered by a valid HSPS service contract;
- Recycling or disposal of replaced batteries.

Supported Products

Currently shipping HSPS branded Mobile Computers as defined for eligibility in the current HSPS Product Price Guide.

Turnaround Times

Turnaround time for this service is dependent on volume. Reasonable efforts will be made to ship batteries within 15 business days of customer's request.

Country Coverage

Not all levels of service or turnaround times are available in all countries. For availability and specific options available within your country, please contact your local authorized HSPS Sales or Services representative.

Support Procedures

- For 24 x 7 support information, answers to common questions or to request technical support, please visit www.HSMsupportportal.com – knowledge database is located under “Articles”;
- For service requests, please visit:
 - Honeywell (or Datamax-O’Neil) branded products: <https://hsm.secure.force.com/thetechsupportall/LoginRMA>
 - Intermec branded devices: http://www.intermec.com/support/returns_repairs/index.aspx
Note: Full details about creating a RMA are included on these websites.
- To request Battery Replacement, you will need the following details to complete a RMA:
 - At least one Serial Number of the mobile computer(s) covered under the contract;
 - Product Part Number of the battery/batteries needed (if requesting for more than 1 unit);
 - Fault Description – For example, “Battery” if not returning a unit for repair;
 - Notes – Indicate if you require all or half of the batteries covered under the contract shipped at this time;
 - For example, typically a contract will cover 50 or more units. Indicate if you want half (25 units) or more in this shipment.
 - Contract Number (if available);
 - Return-to Address;
 - Contact Name;
 - Telephone Number.
- Once you have completed the RMA request, you will be issued a RMA number and the address of where to return the faulty device(s).
- Please print the shipping document and return your product to the address detailed on the RMA, ensuring a copy of the RMA shipping document is clearly visible.

Customer Responsibilities

In order to enable HSPS to carry out its support obligations, the customer without limitation should:

- Provide shipping address and contact name for batteries if different from standard RMA location/contact – one location per shipment;
- Undertake any other actions that HSPS may reasonably request in order to best perform the service.

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