

## Service Description

### Complete Repair 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 Complete service is a service solution that supports your device throughout its life.**

### Service Overview

HSPS provides this Honeywell Repair Services Complete Service solution for its branded mobility, printing and scanning products for a period of 5 years from the initial Product purchase. To take advantage of this coverage, a contract must be purchased within 30 days of the Product purchase.

This service provides the repair or replacement (at HSPS's discretion) of faulty hardware Products and includes:

#### General

- Access 24 hours/day, 7 days/week to HSPS's information and support tool – available at [www.HSMsupportportal.com](http://www.HSMsupportportal.com) and go to "Articles";
- Level 1 telephone support from one of our support technicians for troubleshooting assistance of hardware, software and installation issues. HSPS will use commercially reasonable efforts to keep telephone support for this Service available 5 days/week, 8 hours/day – excluding public and local holidays;
- Case management to help track resolution and escalation of issues;
- Escalation management to provide a single point of contact for incident management, escalation and status of incidents within the scope of this Service.

#### Repair of Device

- Repair or replacement (at HSPS's discretion) of faulty Products caused by hardware failure due to wear and tear or accidental damage to circuit boards, screens, keypads, buttons and housings. Covers labor and expedited repair or replacement of parts;
- If a replacement device is provided, HSPS reserves the right to provide a similar product that is either new or refurbished in the same configuration. However, HSPS cannot guarantee that the unit will have the same serial number;
- Replacement of damaged styluses, battery door covers, screen protectors, hand straps or clips that are *included* with Product sent to the depot for repair;
- Replacement of damaged cutters or platen rollers that are included with the product sent to the depot or covered by an on-site agreement;
- Preventative maintenance is performed on the Product at the depot, where appropriate;
- A full functional test of the Product before being cleaned, re-packed and dispatched back to the return address supplied by the customer.

#### Software Maintenance

- Provides software updates and patches to devices using Honeywell's Client Pack or Browser software.

## Consumable Replacement

- Battery Replacement
  - Two replacement batteries for a 5-year service contract;
  - Bulk shipment of replacement batteries to a single customer location;
    - 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.
- Printhead Replacement
  - Honeywell will replace any printhead that fails due to accidental damage or manufacturing defect.
  - Customer must return the failed printhead to their Authorized Honeywell Service Provider.
  - If the customer is using approved and verified media, HSPS at its discretion may replace a printhead due to normal wear and tear.

## Service Exclusions

Without limitation, this service does **not** include:

- HSPS products not covered by a valid HSPS service contract;
- Cost of carriage to an HSPS facility;
- Product that has been damaged due to inadequate Customer-provided transit packaging;
- Reloading of Customer or Third-Party Software, unless optional Golden Image Service coverage has been purchased for device;
- Components that are no longer available for purchase on a commercially reasonable basis (device will be returned “as is” or scrapped in-house at customer’s discretion if repair is not possible);
- Media and pre-printed labels;
- Product damaged to the extent that the Product serial number is no longer verifiable;
- Damage sustained due to chronic negligence, deliberate abuse or repair/modification by an unauthorized party;
- Damage caused by a force majeure event;
- Product damaged by exposure beyond the Product’s specified moisture, wind, dust, pressure, shock, temperature or over-voltage ratings;
- Devices damaged by the use of cleaning chemicals such as alcohol, ammonia, bleach or other active ingredients that adversely affect plastics, displays or other components of mobile devices including printers, scanners and computers. Exclusion not applicable to healthcare devices where the product data sheets allow limited exposure to specified cleaning chemicals;
- Replacement of housings that does not impact the performance of the device;
- Products that have reached the announced End of Service date or are at least 5 years beyond End of Life announcement, whichever date is earlier;
- Installation of replacement accessories or consumables;
- Printhead replacement due to wear – where the customer is using media that has not been approved or verified by Honeywell;
- Printheads, cutters, platen rollers or batteries purchased separately from the device that are outside of its warranty period.

## Service Limitations

This service is subject to the following limitations:

- Consumable/Accessory Replacement
  - Honeywell reserves the right to monitor the replacement rate of consumables and may refuse to provide consumables in certain cases including but not limited to fraudulent claims, excessive usage, systematic damage and other events or circumstances not related to the normal course of business;
  - Lost or stolen accessories or consumables are not covered;
  - Damage to the accessory or consumable that is the result of a force majeure event;
  - Battery replacement may not exceed more than 2 batteries per mobile computer under contract;
  - Damage to the printhead, cutter, platen roller or battery where the damage results from neglect, abuse or use of consumables that are outside Honeywell's published specifications;
  - Damage to the printhead as a result of use of non-Honeywell approved media.

## Supported Products

Currently shipping HSPS-branded hardware products as defined for eligibility in the current HSPS Product Price Guide. Not all levels of service or turnaround times are available for all products.

## Turnaround Times

Turnaround time is calculated as the time the faulty Product is in the HSPS repair depot or logistics hub. Contracts are available in the following contracted turnaround times:

- 2 business day
  - Providing in-depot repair performed at an HSPS repair depot, including return shipping;
- Advanced Unit Exchange offering a next-business-day replacement
  - Replacement unit shipped from Customer-owned, HSPS-managed buffer stock. Faulty device is returned to HSPS repair depot, repaired and returned to the buffer stock within 5 working days;
  - See Advanced Exchange Service Description for more details regarding this optional service.

## 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](http://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](http://www.intermec.com/support/returns_repairs/index.aspx)  
*Note: Full details about creating a RMA are included on these websites.*
- To request a Service Repair, you will need the following details:
  - Product Part Number (generally located in battery well or on underside of unit);
  - Serial Number;
  - Fault Description;
  - Return-to Address;
  - Contact Name;
  - Telephone Number.
- 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 to return the faulty device(s) to.
- 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:

- Check the HSPS online knowledge database for initial diagnosis and support actions;
- If a repair is required, request a RMA number using the process outlined above;
- Return the faulty Product to the address provided with the RMA HSPS in a timely manner;
- Remove any replaceable items (SIM cards, SD cards, batteries, etc.);
- Back up any data stored on device prior to return – HSPS is not responsible for lost data;
- Where possible, provide a technically competent person with knowledge of the system and fault to actively assist in troubleshooting and diagnosis;
- Acknowledge that they are responsible for recovering their own application software after any such Services have been provided;
- Undertake any other actions that HSPS may reasonably request in order to best perform the service;
- Maintain the printhead by cleaning with only approved cleaning materials; please refer to the printer manual for cleaning guidelines;
- Preserve battery life by properly charging and maintaining the batteries; refer to the device manual for guidelines.

## Additional Information

- All repair work and any parts used are supplied with a 90-day warranty valid from the date of repair.