

## Service Description

### Full Comprehensive Repair Service

THE FOLLOWING SERVICES ARE PROVIDED SUBJECT TO HONEYWELL SCANNING AND MOBILITY'S (HSM) CURRENT SERVICE CONTRACT TERMS AND CONDITIONS AVAILABLE AT [www.honeywellaidc.com/agreements](http://www.honeywellaidc.com/agreements) OR CUSTOMER'S APPLICABLE SEPARATE SIGNED AGREEMENT WITH HSM.

**HSM Full Comprehensive service is a premium return-to-depot repair service with a choice of turnaround times that cover hardware failure and accidental damage.**

#### Service Overview:

HSM provides this repair service for its branded hardware products for a period of 3 or 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. Contract renewal is available on most Products for up to 3 years from the production end of build of the model.

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

- Access 24 hours/day, 7 days/week to HSM'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. HSM 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 or replacement (at HSM's discretion) of faulty Products caused by hardware failure due to reasonable wear and tear or accidental damage sustained to circuit boards, screens, keypads, buttons and housings. Covers labor and expedited repair or replacement of parts;
- Replacement of damaged styluses, battery door covers, screen protectors, hand straps or clips that are *included* with Product sent to the depot for repair;
- Preventative maintenance is performed on the Product at 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.

#### Service Exclusions:

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

- HSM products not covered by a valid HSM service contract;
- Cost of carriage to an HSM facility
- Print head replacement;
- Customer replaceable spare parts including, but not limited to: cutter assemblies, media, pre-printed labels and batteries.
- Software re-installation, unless the repair requires a factory reset or software install to the latest factory version and this is not excluded within the terms of the contract with the customer;
- Components that are no longer available for purchase on a commercially reasonable basis;
- Product damaged to the extent that the Product serial number is no longer verifiable;
- Product that has been damaged due to inadequate Customer-provided transit packaging;
- 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.
- Replacement of housings for cosmetic purposes only, or replacement of missing customer replaceable items.

## Supported Products:

Currently shipping HSM branded hardware products as defined for eligibility in the current HSM 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 HSM repair depot or logistic hub. Contracts are available in the following contracted turnaround times:

- 5 business day, 2 business day or 1 business day (Scanners only);
  - *Providing in-depot repair performed at an HSM repair depot, including return shipping;*
- Advanced Unit Exchange offering a next business day replacement
  - *Replacement unit shipped from Customer owned, HSM managed buffer stock. Faulty device is returned to HSM repair depot, repaired and returned to the buffer stock within 5 working days.*

## 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 HSM 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:
  - Intermec branded devices: [http://www.intermec.com/support/returns\\_repairs/index.aspx](http://www.intermec.com/support/returns_repairs/index.aspx)
  - Honeywell branded products: [www.Honeywellaidc.com](http://www.Honeywellaidc.com) Contact/Support Service& Repair;
  - Note: Full details about creating an 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;
  - Contract Number (if applicable);
  - Return to Address;
  - Contact Name;
  - Telephone number.
- Once you have completed the RMA request, you will be issued with an 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 HSM to carry out its support obligations the customer without limitation should:

- Check the HSM on-line 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 addressed provided with the RMA HSM in a timely manner;
- Remove any replaceable items (SIM cards, SD cards, batteries etc);
- 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;
- Any other actions that HSM may reasonably request in order to best perform the service.



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**Additional Information:**

- In the event that a Product is received with a fault not covered under the contract terms, HSM will provide a repair quotation under the terms of the HSM Flat Rate Repair Service;
- All repair work and any parts used are supplied with a 90-day warranty valid from the date of repair.
- Our goods come with guarantees that cannot be excluded under the Australian and New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. This paragraph is limited by, and to be read subject to, the Limitation of Liability section in Honeywell's Terms and Conditions, unless otherwise expressly prohibited by Consumer Law.

**Customized Service Contracts:**

- **Best Effort Contract** – Devices that are more than two years beyond their announced End of Life date may be covered by a Best Effort Contract. Best Effort is defined as a good faith effort to repair the device with available parts and resources. If we are unable to repair the Product due to a parts shortage, the Product will be returned. Credit/refund may be issued at HSM's discretion for the unused portion of the contract for the specific non-repairable device.
- **Customized Service Contracts** - In some cases HSM may be able to tailor service contracts to meet specific customer requirements. To discuss these further, please contact your local HSM supplier or HSM Sales representative.