

## Service Description

### Golden Image Service

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

**The HSPS Golden Image Service provides the Customer with a ready-to-use device configured with their specified settings and applications to enable deployment of the device immediately upon return from the repair depot.**

### Service Overview

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

This service includes:

- Loading of customer-provided "golden image" onto units returned to HSPS for repair;
- Minimum coverage volume is 100 units;
- Customer is allowed to make 2 image updates per contract year.

### Service Exclusions

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

- HSPS products not covered by a valid HSPS service contract;
- More than 2 image updates per year – \$500 (or local equivalent) fee for each additional update.

### Supported Products

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

### Turnaround Times

Turnaround time for this service is dependent on the Service Contract coverage purchased. Golden Image Service will not add extra time to the contracted repair turnaround.

### 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 RMA, you will need the following details:
  - Product Part Number;
  - Serial Number;
  - Fault Description;
  - 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:

- Supply the HSPS Solutions Architect or Reseller with files to load on device, including any custom settings, along with a device to load for customer approval;
- Provide timely updates of any changes to the golden image, and a device to load for approval;
- Back up any data stored on device prior to return – HSPS is not responsible for lost data;
- 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;
- Where possible, provide a technically competent person with knowledge of the system and fault to actively assist in troubleshooting and diagnosis;
- Undertake any other actions that HSPS may reasonably request in order to best perform the service.

## Additional Information

- In the event that a Product is received with a fault not covered under the contract terms, HSPS will provide a repair quotation under the terms of the HSPS Flat Rate Repair Service;
- All repair work and any parts used are supplied with a 90-day warranty valid from the date of repair.

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