

# SERVICE DESCRIPTION

## ON-SITE SERVICE

The following service is provided subject to Honeywell Productivity Solutions and Services' ("PSS", formerly known as "Honeywell Safety and Productivity Solutions" or "HS&PS") current service contract terms and conditions available at <http://www.honeywellaidc.com/working-with-us/agreements> or customer's applicable separate signed agreement with PSS.

**The PSS On-Site Service upgrade dispatches an authorized technician to your location to repair PSS Industrial and Desktop printers.**

### Service Overview

PSS provides this optional add-on service to Gold and Platinum Service Contracts for current Industrial and Desktop printer models. This service is available in 3 or 5-year periods.

#### This service includes:

- 24-48 hour repair time (depends on level of Service Contract)
- Repair or replacement (at PSS' discretion) of faulty printing products caused by hardware failure due to wear and tear or accidental damage to circuit boards, print engines, screens, keypads, buttons, housings and other components. Covers labor and expedited repair or replacement of parts;
- PX4ie and PX6ie platen rollers which are not customer replaceable
- If a replacement product is provided, PSS reserves the right to provide a similar product that is either new or refurbished in the same configuration. However, PSS provides no guarantee that the product will have the same serial number;
- A full functional test of the product.

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

- PSS Industrial and Desktop printers not covered by a valid PSS service contract;
- All PSS Mobile printers;
- Cost of carriage to a PSS facility;
- Replacement of damaged cutters unless add-on Cutter Replacement coverage is purchased;
- Replacement of platen rollers for all models excluding PX4ie and PX6ie (customer replaceable);
- Replacement of housings that does not impact the performance of the device;
- Printhead replacement (Customer replaceable; Contact local Honeywell Representative to place sales order for printheads)
- Reloading of Customer or Third-Party Software, unless optional Image Management coverage has been purchased for device;
- Components that are no longer available for purchase on a commercially reasonable basis;
- Media and pre-printed labels;
- Damage sustained due to chronic negligence or deliberate abuse; or repair/modification by a party not authorized by PSS;
- 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 using cleaning chemicals or other active ingredients not recommended under Honeywell's Device Cleaning and Disinfecting guidelines that adversely affect plastics, displays or other components of printers. (NOTE: This exclusion not applicable to healthcare devices where the product data sheets allow limited exposure to specified cleaning chemicals.);
- 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;
- Printheads, cutters, or batteries purchased separately.

## Service Requirements

The following is required to be able to purchase this add-on for Platinum or Gold Contracts.

- Add-on must co-terminate with Service Contract.

## Supported Products

Currently shipping PSS-branded Industrial and Desktop printer products as defined for eligibility in the current PSS Product Price Guide. Not all levels of service or turnaround times are available for all products.

## Response Times

Response time for on-site repair is calculated as the time from receipt of Service Request (RMA) in number of hours, excluding weekends and PSS holidays<sup>1</sup>. Contracts are available in the following contracted response times:

- 24-hour response on-site repair
  - Sold Separately as upgrade to Platinum contract;
  - Honeywell will dispatch a technician within 24 hours to perform repair at the customer's location;
  - Contact your Reseller or PSS Sales Manager to verify coverage for your locations.
- 48-hour response on-site repair
  - Sold Separately as upgrade to Gold contract;
  - Honeywell will dispatch a technician within 48 hours to perform repair at the customer's location;
  - Contact your Reseller or PSS Sales Manager to verify coverage for your locations.

## 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 PSS 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: <https://hsm.secure.force.com/thetechsupportall/LoginRMA>
- 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;
  - Detailed Fault Description;
  - Location of the printer for on-site repair;
  - Contact Name;
  - Telephone Number.

## Customer Responsibilities

To enable PSS to carry out its support obligations, the customer without limitation should:

- Check the PSS online knowledge database for initial diagnosis and support actions;
- If a repair is required, request an RMA number using the process outlined above;

<sup>1</sup>Local Holidays are determined by location of the Honeywell facility providing support. Support for Honeywell products is provided at various locations throughout the globe.

- 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 PSS may reasonably request 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.

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