

# SERVICE DESCRIPTION

## SPARE POOL MANAGEMENT

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.

**Spare Pool Management is an add-on service that optimizes uptime by utilizing a rapid deployment pool of spare products that provides customers with a functioning product by the next business day.**

### Service Overview

PSS provides this optional add-on service to Gold Service Contracts and is included in the Platinum Service Contracts for its branded mobility, printing and scanning hardware products. This service contract is available in 3 or 5-year periods.

### Customer-owned Spare Pool Terms:

- Spare pool execution requires a minimum of 100 units;
- Spare units are purchased by the Customer;
- Customer can load with appropriate applications or software, if any;
- Customer is responsible for freight and shipment of faulty unit(s) to PSS repair facility;
- PSS can recommend spare pool volume based on unit type, unit dispersion and customer use case;
- Service Contract will be based on number of units purchased by Customer, not the specific serial numbers originally ordered by the customer (Serial numbers under the service contract will change as spares are sent to Customer).

### Honeywell-owned Spare Pool Terms:

- Spare pool execution requires a minimum of 500 units;
- Spare units are held at a PSS repair facility or logistics hub;
- Spare Pool products will be shipped depending on the time the RMA is requested:
  - Products requested prior to 2:00 PM local time, Monday–Friday, excluding company holidays<sup>1</sup> will be shipped overnight the same day (time zone will be advised upon purchase);
  - Products requested after 2:00 PM local time, Monday–Friday, may not ship until the next business day;
- Unit(s) will be shipped in a box suitable for re-use in shipping the faulty unit(s) back to PSS repair facility;
- Customer is responsible for freight and shipment of faulty unit(s) to PSS repair facility;
- Once received at PSS repair depot, the faulty unit will be repaired and returned to the spares pool;
- Service Contract will be based on number of units purchased by Customer, not the specific serial numbers originally ordered by the customer (Serial numbers under the service contract will change as spares are sent to Customer).

### Service Exclusions

**Standard Service Contract Terms and Exclusions apply – see Service Description for level of coverage (Platinum or Gold) purchased for full details.**

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

- PSS products not covered by a valid PSS service contract;

- Cost of carriage to a PSS repair facility;
- Spare units will be cleaned; however, cosmetics of units in the Spares Pool may vary.

## Supported Products

Currently shipping PSS branded 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.

## Turnaround Times

Turnaround time for this service is next business day if the request is received before 2:00 PM local time.

## Country Coverage

All levels of service or turnaround times may not be available in all countries, contact your local PSS Sales or Services representative for availability.

## Support Procedures

Utilize standard RMA portal/email/phone system and provide the following information:

- Customer number (issued with contract)<sup>1</sup>;
- Ship-to and contact information;
- Unit serial number;
- Unit SKU;
- Fault description;
- Indicate coverage under a Spare Pool contract.

## Customer Responsibilities

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

- Return units to PSS in a timely manner:
  - Back up any data stored on device prior to return – PSS is not responsible for lost data;
  - Remove all customer-replaceable accessories – (batteries, etc.);
  - Return units as they fail – do not hold for bulk shipment as this creates a risk for spare pool depletion;
    - PSS may provide reports on outstanding RMAs and spares inventory on a monthly basis to assist the Customer in managing outstanding returns;
- For Customer-owned spares:
  - The Spare Pool volume should stay at a level that allows for a 5-day minimum turnaround to repair returned units;
- For Honeywell-owned spares:
  - Customer will be charged for units not returned within 30 days of receipt of spare.

*Processes are subject to change – document is for reference only.*

### Honeywell Productivity Solutions and Services

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