

# SERVICE DESCRIPTION

## EDGE SERVICE – PLATINUM SUPPORT

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 Edge Service Platinum Support Contract is a total support solution for device uptime throughout the product's life.**

### Service Overview

PSS provides this support solution for its branded mobility, printing and scanning products ("Products") from the initial product purchase. PSS' Platinum Service is a total service solution contract that supports the hardware, accessories, and operating system. To take advantage of this coverage, a Platinum service contract must be purchased within 90 days of the Product purchase.

### General

- Access 24 hours/day, 7 days/week to PSS' 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. PSS will use commercially reasonable efforts to keep telephone support for this service available 5 days/week, during normal business hours 8 hours/day – excluding public and local holidays<sup>1</sup>;
- 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 PSS' discretion) of faulty Products caused by hardware failure due to wear and tear or accidental damage to circuit boards, screens, keypads, buttons, housings, mobile printer print-heads and other components. Covers labour and expedited repair or replacement of parts<sup>2</sup>;
- If a replacement device 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 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;

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<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.

<sup>2</sup> Coverage of physical damage on high value parts limited to 7% or as mentioned in the contract document of the total number of devices under a contract for a contract period. This limit applies if the device requires 2 or more high value parts replaced due to physical damage - for example: Main Board and Top Housing. Beyond the 7%, Break-Fix charges would apply for the units which have 2 or more high value parts required due to physical damage/abuse. Limits do not apply for parts failures or wear.

- A full functional test of the Product before being cleaned, re-packed and dispatched back to the return address supplied by the customer

### **Sentinel Service Software Maintenance**

- Honeywell will review and assess all security bulletins released by to support legacy Android operating systems;
- Honeywell will make commercially reasonable efforts to provide patches for Android security vulnerabilities identified as Critical and determined by Honeywell to be applicable to the supported product(s). Security vulnerabilities with lower severity may also be addressed, as applicable;
- If no security update can be provided to neutralize a threat, Honeywell will recommend a solution for addressing the security threat.

### **Consumable Replacement**

- **Battery Refresh**
  - Platinum Service provides 1 replacement battery per mobile device under a 3-year service contract or up to 2 batteries for mobile devices covered by a 5-year contract;
  - Bulk shipment of refresh batteries to a single customer location;
    - For a 5-year contract the first battery refresh is recommended at 18–24 months from initial deployment of mobile computers, and the second battery refresh 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 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;
  - See Battery Replacement Service Description for further information.
- **Printhead Refresh**
  - **Fixed Printers**
    - Platinum Service provides 1 replacement printhead per fixed printer under a 3-year service contract or up to 2 printheads for fixed printers covered by a 5-year contract;
    - Industrial and Desktop printer printhead replacements can be installed by the customer and are obtainable by placing a free-of-charge sales order. An RMA is not needed for this replacement.
    - Customers can contact their local Honeywell representative to place the printhead sales order. All printhead replacement units will be shipped together for printers under contract.
    - Customer may be required to return the failed printhead to their Authorized Honeywell Service Provider.
  - **Mobile Printers**
    - Platinum Service will replace printheads for the duration of the contract;
    - Mobile printer printhead replacement needs to be managed by a Honeywell Depot or Authorized Honeywell Service Provider via an RMA.
    - Customer must return the failed printer to their Authorized Honeywell Service Provider.

### **Accessory Replacement**

- Platinum Service will replace any damaged chargers, docks, car chargers, scan handles, vehicle mounts, wearable scanners, gloves, charging cables, power cords, USB Cables and Dex Cables that are damaged during everyday usage;
- PSS reserves the right to provide a similar product that is either new or refurbished in the same configuration;
- PSS provides no guarantee that the unit will have the same serial number;
- Damage replacements restricted to 7% or % as mentioned in the Service Contract.

## Service Exclusions

Without limitation, this service does not include:

- PSS products not covered by a valid PSS service contract;
- Cost of carriage to an PSS facility;
- Replacement of housings that does not impact the performance of the device;
- Product that has been damaged due to inadequate Customer-provided transit packaging;
- 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 (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;
- Products 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 mobile devices including printers, scanners and computers. (NOTE: This exclusion is 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, platen rollers or batteries purchased separately.

## Service Limitations

This service is subject to the following limitations:

- Accessory Replacement
  - Honeywell reserves the right to monitor the replacement rate of accessories and may refuse to provide replacement accessories in certain cases including but not limited to fraudulent claims, systematic damage, excessive abuse and other events or circumstances not related to the normal course of business;
  - Lost or stolen accessories are not covered;
  - Damage to the accessory that is the result of a force majeure event;
- Consumable Refresh
  - Battery refresh for mobile devices may not exceed the number of batteries described in this document;
  - Printhead replacement for fixed printers may not exceed the number of printheads in Contract or as described in this document;
  - Damage to the printhead, cutter, platen roller ere the damage results from neglect, abuse or use of consumables that are outside Honeywell’s published specifications.

## Supported Products

Currently shipping PSS-branded hardware 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 return to depot repair is calculated as the number of business days the faulty Product is in the PSS repair depot or logistics hub. Turnaround time for onsite 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 turnaround times:

- 2 business day depot repair
  - Providing in-depot repair performed at an PSS repair depot, including return shipping;

- Day 1 is the first business day after the products arrive at PSS repair depot or logistics hub.
- Spare Pool Management offering a next-business-day replacement
  - Replacement unit shipped from Customer-owned spare pool will ship within 24 hours of request;
  - Must order the Spare Pool Management to be eligible for this service;
  - Returned devices will be repaired and returned to the spare pool within 5 working days;
  - See Spare Pool Management Service Description for more details regarding this optional service.
- 24-hour response on-site repair
  - Sold Separately;
  - 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

## 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”;
- To request a Service Repair, you will need the following details:
  - Log an RMA using <https://honeywell-spsservice.com/>
  - 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 accessories, you will need the following details to complete an RMA:
  - Log an RMA using <https://honeywell-spsservice.com/>
  - At least one Serial Number of the mobile computer(s) covered under the contract;
  - Product Part Number of the Accessory. Ensure the faulty accessory is sent to the Repair Center. No Pickup will be done for Accessories
  - Contract Number (if available);
  - Return-to Address;
  - Contact Name;
  - Telephone Number.
- To request printhead or battery refresh, please contact your local Honeywell representative or Customer Service to place the free-of-charge sales order on your behalf. Printheads and batteries for all printers under contract will then be shipped to your site address.
- To request all other consumables, you will need the following details to complete an RMA:
  - At least one Serial Number of the mobile computer(s) covered under the contract;
  - Contract Number (if available);
  - Return-to Address;
  - Contact Name;
  - Telephone Number.
- Once you have completed the RMA request, you will be issued an RMA number and the address to return the faulty device(s) to.
- Please send your product accessory / accessories to the address detailed on the RMA, ensuring a copy of the RMA shipping document is clearly visible.

## 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;
- Return the faulty Product to the address provided with the RMA PSS in a timely manner;
- Remove any replaceable items (SIM cards, SD cards, batteries, etc.);
- Back up any data stored on device prior to return – PSS 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 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 30-day warranty valid from the date of repair for the same failure.

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FUTURE  
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