

## Service Description

### Plus Repair Service

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

**The HSPS Plus service is a premium repair service with a choice of in-depot turnaround times that cover hardware failure, wear and tear, and accidental damage.**

### Service Overview

HSPS provides this repair service for its branded hardware products for a period of 3 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 HSPS's discretion) of faulty hardware Products and includes:

- Access 24 hours/day, 7 days/week to HSPS'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. HSPS 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 HSPS's discretion) of faulty Products caused by hardware failure due to 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 units covered by a valid service contract under the FC (Full Comprehensive) SKUs, if necessary;
- 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:**

- HSPS products not covered by a valid HSPS service contract;
- Cost of carriage to an HSPS facility;
- Printhead replacement due to wear/use/abuse, or outside of printhead warranty period;

- Customer-replaceable spare parts including, but not limited to: cutter assemblies, media, pre-printed labels and batteries;
- Reloading of customer or third-party software, unless optional Golden Image Service 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);
- 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;
- Units under Limited Comprehensive and On-Site coverage are not eligible for unit replacement due to damage beyond economic repair;
- 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 (except under Premier Service);
- Devices damaged by the use of cleaning chemicals such as alcohol, ammonia, bleach or other active ingredients that adversely affect plastics, displays or other components of mobile devices including printers, scanners and computers. Exclusion not applicable to healthcare devices where the product data sheets allow limited exposure to specified cleaning chemicals.

## Supported Products

Currently shipping HSPS-branded hardware products as defined for eligibility in the current HSPS 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 HSPS repair depot or logistics 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 HSPS repair depot, including return shipping;
- Advanced Unit Exchange offering a next-business-day replacement
  - Replacement unit shipped from Customer-owned, HSPS-managed buffer stock. Faulty device is returned to HSPS repair depot, repaired and returned to the buffer stock within 5 working days;
  - See Advanced Exchange Service Description for more details regarding this optional service.

## 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 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;
  - 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:

- 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;
- Return the faulty product to the address provided with the RMA to HSPS in a timely manner;
- Remove any replaceable items (SIM cards, SD cards, batteries, etc.);
- Back up any data stored on device prior to return – HSPS 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 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.

## 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 HSPS's discretion for the unused portion of the contract for the specific non-repairable device.
- **Customized Service Contracts** – In some cases HSPS may be able to tailor service contracts to meet specific customer requirements. To discuss these further, please contact your local HSPS supplier or HSPS Sales representative.