

# SERVICE DESCRIPTION

## ACCESSORY REPLACEMENT 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.

**Accessory Replacement Service is an add-on service that replaces chargers, docks and scans handles that are damaged or stop working during everyday usage.**

### Service Overview

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

#### This service includes:

- The replacement of 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.
- Honeywell reserves the right to provide a similar product that is either new or refurbished that provides the same form, fit or function.
  - PSS provides no guarantee that the replacement product unit will have the same serial number
- PSS reserves the right to monitor the replacement rate of accessories and may refuse to provide replacement accessories if claims for accessories are excessive based on number of units covered.

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

- PSS products not covered by a valid PSS service contract;
- Lost or stolen accessories;
- Accessory replacement for systematic damage, excessive abuse and damage to accessories that are a result of circumstances not related to the normal course of business;
- Damage to the accessory that is the result of a force majeure event;
- Batteries, printheads, cutters – these must be purchased as service contract add-ons.

### Service Requirements

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

- Add-on must co-terminate with Gold Service Contract.
- Add-on quantity must be applied in a 1 to 1 Device to accessory ratio.

### Supported Products

Currently shipping PSS branded accessories for Products as defined for eligibility in the current PSS Product Price Guide.

### Lead Time

Standard lead time is 6-8 weeks, however, reasonable efforts will be made to ship replacement accessories within 5 business days of receipt of the damaged accessory.

## Country Coverage

Service may not be available in all countries, contact your local PSS Sales or Services representative for availability.

## Support Procedures

- For 24x7 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 Accessory service requests, please email our Customer Service group [SPSNAService@Honeywell.com](mailto:SPSNAService@Honeywell.com) with the following information below. Put “Accessory Replacement” in the subject line
  - Contact Number
  - At least one Serial Number of the mobile computer(s) or printer covered under the contract.
  - Product part number of the consumable needed
  - Fault description – for example, “Charger defective”
  - Return address
  - Contact Name
  - Telephone number

## Customer Responsibilities

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

- Provide shipping address and contact name for accessories if different from standard RMA location/contact
- Undertake any other actions that PSS may reasonably request to best perform the service.

### Honeywell Productivity Solutions and Services

9680 Old Bailes Road

Fort Mill, SC 29707

800-582-4263

Acc Replacement Service Description | Rev A | 1/21  
© 2021 Honeywell International Inc.

THE  
FUTURE  
IS  
WHAT  
WE  
MAKE IT

**Honeywell**