

Service Description

Battery Replacement Service

The following service is 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 Battery Replacement add-on service provides one replacement battery per device covered by a Honeywell three-year service contract, or two replacement batteries for a five-year service contract.

Service Overview

HSPS provides this optional add-on service to our Gold Service Contracts and is included in the Platinum Service Contract for our current mobile computer and mobile printer products. The Battery Replacement Service is available in 3 or 5 years periods.

This service includes:

- One replacement battery per covered device for a 3-year service contract or two replacement batteries for a 5-year service contract;
- Bulk shipment of replacement batteries to a single customer location;
 - For a 3-year contract, battery replacement is recommended at 15–21 months from initial deployment;
 - For a 5-year contract, the first battery replacement is recommended at 15–21 months from initial deployment, and the second battery replacement is recommended at 42–48 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.

Service Exclusions

Without limitation, this service does not include:

- HSPS products not covered by a valid HSPS service contract;
- Recycling or disposal of replaced batteries.

Service Requirements

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

- A minimum of 50 units. This requirement may be waived at HSPS' sole discretion.
- Add-on must co-terminate with Gold Service Contract.
- Add-on quantity must equal the unit quantity covered by the Gold Service Contract.

Supported Products

Currently shipping HSPS branded mobile computers and mobile printers as defined for eligibility in the current HSPS Product Price Guide.

Lead Time

Lead time for this service is dependent on volume. Reasonable efforts will be made to ship batteries within 15 business days of customer's request.

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 – 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
Note: Full details about creating a RMA are included on these websites.
- To request Battery Replacement, you will need the following details to complete an RMA:
 - At least one Serial Number of the mobile computer(s) covered under the contract;
 - Product Part Number of the battery/batteries needed (if requesting for more than 1 unit);
 - Fault Description – For example, “Battery” if not returning a unit for repair;
 - Notes – Indicate if you require all or half of the batteries covered under the contract shipped at this time;
 - For example, typically a contract will cover 50 or more units. Indicate if you want half (25 units) or more in this shipment.
 - 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 of where to return the faulty device(s).
- 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

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

- Provide shipping address and contact name for batteries if different from standard RMA location/contact – one location per shipment;
- Undertake any other actions that HSPS may reasonably request to best perform the service.