

Service Description

Edge Service – Image Management

The following services are provided subject to Honeywell Productivity Solutions and Services' ("PSS") 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 Image Management provides the customer with a ready-to-use device configured with their specified settings and applications to enable deployment of the device immediately upon return.

Service Overview

PSS provides this optional add-on service to its maintenance and managed service solutions for its branded mobility, printing and scanning products for a period matching the service agreement or outlined in a statement of work. To take advantage of this coverage, a service agreement must be purchased within 30 days of the product purchase.

This service may include the following:

- Loading of customer-provided software image.
- Device configuration.
- Application configuration.
- Up to 2 image updates per contract year without additional fees.

General

- Access 24 hours/day, 7 days/week to PSS's information and support tool – available at 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, 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.

Service Exclusions

Without limitation, this service does not include:

- PSS products not covered by a valid PSS service contract.
- More than 2 image updates per year – \$500 (or local equivalent) fee for each additional update.
- Any type of hardware repair, replacement, or enhancement.
- Provides not type of kitting services or instructions on how to deploy device.

Service Limitations

- A minimum requirement of 100 units. This limitation may be waived solely at PSS discretion.
- PSS reserves the right to charge additional fees to ensure compliance with specific industry regulations at its discretion.

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- Customer's image size is limited to 500MB. Images above 500MB are subject to additional fees at PSS discretion.

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 this service is dependent on the Service Contract coverage purchased. This service will not add extra time to the contracted repair or replace turnaround.

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 – knowledge database is located under “Articles”.
- For service requests, please visit: <https://hsm.secure.force.com/thetechsupportall/LoginRMA> or portal designated by PSS for managed services.

Customer Responsibilities

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

- Supply the PSS Solutions Architect or Reseller with files to load on device, including any custom settings, along with a device to load for customer approval.
- Provide timely updates of any changes to the image, and a device to load for approval.
- Back up any data stored on device prior to return – PSS is not responsible for lost data.
- Check the PSS online knowledge database for initial diagnosis and support actions.
- Where possible, provide a technically competent person with knowledge of the system and fault to actively assist in troubleshooting and diagnosis,
- Undertake any other actions that PSS may reasonably request to best of your ability to fulfil that request.

Additional Information

- If a Product is received with a fault not covered under the contract terms, PSS will provide a repair quotation under the terms of the PSS Flat Rate Repair Service.
- All repair work and any parts used are supplied with a 90-day warranty valid from the date of repair.