

# Service Description

## Edge Service – Device Replacement

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 Edge Service Device Replacement is a service contract add on that can be sold in conjunction with an Edge Service Gold Support contract. This add-on service provides replacement units should the device sent in under contract is damaged beyond economical repair.**

### Service Overview

HSPS 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 90 days of the product purchase.

This service includes the following:

- HSPS will provide a replacement device for devices that are beyond economical repair;
- Beyond economical repair includes but is not limited to catastrophic damage to both the main logic board and the LCD or top housing;
- HSPS reserves the right to provide a similar product that is either new or refurbished in the same configuration. However, HSPS provides no guarantee that the unit will have the same serial number.

### General

- 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.

### Service Exclusions

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

- HSPS products not covered by a valid HSPS service contract;
- Devices that have reached end of life or are no longer available for purchase on a commercially reasonable basis;
- Damage sustained due to chronic negligence, deliberate abuse or repair/modification by an unauthorized party;
- Damage caused by a force majeure event;
- Accessories, batteries, media and other products used to support HSPS mobility, scanning and printing products.
- Additional exclusions are outlined in the Service Description for the Edge Service Gold Support Contract.

## Service Limitations

- Device Replacement is not eligible to be sold with a Basic Agreement (aka Extended Warranty)
- Device Replacement is not eligible to be sold with a renewal contract for end of life mobility, printing and scanning products.
- Honeywell at its discretion may limit the number of replacement devices if number of devices requiring replacements or have been replaced is deemed excessive. Honeywell will collaborate to provide best practices for the care of the device to limit future replacements.

## 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 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 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: <https://hsm.secure.force.com/thetechsupportall/LoginRMA> or portal designated by HSPS for managed services.

## Customer Responsibilities

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

- Supply the HSPS 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 – HSPS is not responsible for lost data;
- Check the HSPS 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 HSPS 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, 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.