

# Service Description

## Printhead Replacement Service

The following service is provided subject to Honeywell Productivity Services and Solutions (“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 Printhead Replacement add-on service provides one replacement printhead per device covered by a PSS three-year service contract, or two replacement printheads for a five-year service contract.**

### Service Overview

PSS provides this optional add-on service to our Gold Service Contracts and is included in the Platinum Service Contract for our industrial and desktop printers. The Printhead Replacement Service is available in 3-year or 5-year periods.

#### This service includes:

- One replacement 203 dpi or 300 dpi printhead per covered device for a 3-year service contract or two replacement printheads for a 5-year service contract.
- Bulk shipment of replacement printheads to a single customer location.
- Customer has the option of requesting a bulk shipment of up to half or all the printheads due shipped in one shipment to a single delivery point. PSS will not ship individual printheads to multiple locations. PSS provides the below recommendations for this service.
  - For a 3-year contract, printhead replacement is recommended at 15–21 months from initial deployment
  - For a 5-year contract, the first printhead replacement is recommended at 15–21 months from initial deployment, and the second printhead replacement is recommended at 42–48 months from the initial deployment
  - Customer’s with multiple locations, PSS provides the option to assign the fulfillment of this obligation to a member of the PSS Performance Partner Program

### Service Exclusions

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

- PSS products not covered by a valid PSS service contract.
- Recycling or disposal of replaced worn or damaged printheads.

### Service Requirements

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

- A minimum of 10 printers. This requirement may be waived at PSS’ 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 PSS branded desktop and industrial printers as defined for eligibility in the current PSS 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 <https://support.honeywellaidc.com/s/> knowledge database is located under "Articles".
- For Printhead Replacement service requests, please email our Customer Service group [SPSNAService@Honeywell.com](mailto:SPSNAService@Honeywell.com) with the following information below. Put "Printhead Replacement" in the subject line
  - Contact Number
  - At least one Serial Number of the printer(s) covered under the contract.
  - Product part number of the consumable needed
  - Fault description – for example, "Replacement Printhead"
  - Return-to address
  - Contact Name
  - Telephone number

## Fulfillment Assignment

- A written request may be submitted to assign the obligations of this add-on to a member of the PSS Partner Performance Program.
- The written request must include the following
  - Contract Number
  - Proof of Acceptance of Assignment or Proof of Assignment if submitted by documentation from either the partner or if submitted by the partner on half of the customer an attached letter of assignment.

## Customer Responsibilities

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

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