

Service Description

Warranty Repairs

THE FOLLOWING SERVICES ARE PROVIDED SUBJECT TO HONEYWELL SCANNING AND MOBILITY'S ("HSM") CURRENT LIMITED WARRANTY STATEMENT AVAILABLE AT www.honeywellaidc.com/agreements OR CUSTOMER'S APPLICABLE SEPARATE SIGNED AGREEMENT WITH HSM.

HSM Warranty Repair is a return-to-depot repair service, covering manufacturing defects, with a targeted 12- day repair and return process.

Service Overview:

HSM provides this repair service for its branded hardware products ("Products") found to be defective within the applicable Product Warranty period due to defects in materials or faulty workmanship.

This service provides the repair or replacement (at HSM's discretion) of hardware Products found to be defective in material or workmanship, and includes:

- Access 24 hours/day, 7 days/week to HSM's information and support tool. Available at www.hsmsupportportal.com, go to "Articles";
- Level 1 telephone support from one of our support technicians for troubleshooting assistance for hardware, software and installation issues. HSM will use commercially reasonable efforts to keep telephone support for this service available 5 days/week, 8 hours/day – excluding public and local holidays;
- Repair or replacement (at HSM's discretion) of faulty Products caused by hardware failure due to manufacturing defect.
- A full functional test of the Product before being cleaned, re-packed and dispatched back to the return address supplied by the customer.
- The customer pays for freight into repair; HSM pays ground freight back to the customer.

Service Exclusions:

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

- HSM products not covered by a valid HSM warranty;
- Print head replacement due to wear/use/abuse, or outside of print head warranty period;
- Customer replaceable spare parts including, but not limited to: cutter assemblies, media, pre-printed labels and batteries outside of the battery warranty period;
- Software re-installation;
- Product damage;
- Product that has been damaged due to inadequate customer-provided transit packaging;
- Damage sustained due to negligence, abuse, or repair/modification by an unauthorized party;
- Replacement of housings for cosmetic purposes only, or replacement of missing customer replaceable items.

Supported Products:

HSM branded hardware products as defined for eligibility in the warranty matrix available at <https://www.honeywellaidc.com/Pages/warranty-matrix.aspx>

Turnaround Times:

Turnaround time is calculated as the time the faulty Product is in the HSM repair depot or logistics hub. Warranty repair turnaround time is targeted for 12 business day return. This turnaround time is not guaranteed and does not include transit times.



Country Coverage:

For availability and specific options available within your country, please contact your local authorized HSM 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:
 - Intermec branded devices: http://www.intermec.com/support/returns_repairs/index.aspx
 - Honeywell branded products: www.Honeywellaidc.com Contact/Support Service& Repair;
 - Note: Full details about creating an RMA are included on these websites
- To request a Service Repair you will need the following details:
 - Product Part Number (generally located in battery well or on the underside of the unit);
 - Serial Number;
 - Fault Description;
 - Return to Address;
 - Contact Name;
 - Telephone number.
- Once you have completed the RMA request, you will be issued an RMA number and the address to return the faulty device(s) to.
- 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:

In order to enable HSM to carry out its support obligations the customer should:

- Check the HSM on-line knowledge database for initial diagnosis and support actions;
- If a repair is required, request an RMA number using the RMA process outlined above;
- Where possible, provide a technically competent person with knowledge of the system and fault to actively assist in troubleshooting and diagnosis;
- Acknowledge responsibility for reinstalling your own application software after any Services have been provided;
- Any other actions that HSM may reasonably request in order to best perform the service.
- Return the faulty product to the addressed provided with the RMA in a timely manner;
- Remove any replaceable items (SIM cards, SD cards, batteries etc) prior to sending unit in to repair.

Additional Information:

- Faults found to be the result of routine wear or damage are not covered under the standard warranty terms, HSM will provide a repair quotation for these products under the terms of the HSM Flat Rate Repair Service;
- All repair work and any parts used are supplied with a 90-day warranty valid from the date of repair.