

Service Description

Wear & Tear Repair Service

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

HSM Wear & Tear service is an enhanced return-to-depot repair service, offering an upgrade from the HSM'S Standard Warranty, to provide additional coverage for hardware failure and general wear and tear.

Service Overview:

HSM provides this repair service for its branded hardware products ("Products") for a period of 3 years from the initial Product purchase. To take advantage of this coverage, a contract must be purchased within 30 days of the Product purchase. Contract renewal is available on most active product models.

This service provides the repair or replacement (at HSM's discretion) of faulty hardware Products 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 reasonable wear and tear.
- Replacement of damaged styluses, battery door covers, screen protectors, hand straps or clips that are *included* with Product sent to the depot for repair;
- In depot repairs and Advanced Exchange include:
 - Parts, labor, and freight to return repaired Product to customer;
 - Preventative maintenance where appropriate;
 - A full functional test of the Product before being cleaned, re-packed and dispatched back to the return address supplied by the customer.
- On-Site repairs include:
 - Parts and labor (excluding print heads);
 - Diagnosis and repair on the customers' premises.

Service Exclusions:

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

- HSM products not covered by a valid HSM service contract;
- Cost of carriage to an HSM facility
- Print head replacement;
- Customer replaceable spare parts including, but not limited to: cutter assemblies, media, pre-printed labels and batteries;
- Software re-installation, unless the repair requires a factory reset or software install to the latest factory version and this is not excluded within the terms of the contract with the customer;
- Components that are no longer available for purchase on a commercially reasonable basis;
- Product damaged during use for purposes other than for which the Product was designed;
- 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;
- Damage caused by a force majeure event;
- Product damaged by exposure beyond the Product's specified moisture, wind, dust, pressure, shock, temperature or over-voltage ratings.
- Replacement of housings for cosmetic purposes only, or replacement of missing customer replaceable items.
- On-Site preventative maintenance visits.

Supported Products:

Currently shipping HSM branded hardware products as defined for eligibility in the current HSM Product Price Guide. Not all levels of service or turnaround times are available for all products.

Turnaround Times:

Turnaround time is calculated as the time the faulty Product unit is in the HSM repair depot or logistics hub. Contracts are available in the following contracted turnaround times:

- 5 business day, 2 business day or 1 business day (Scanners only);
 - *Providing in-depot repair performed at an HSM repair depot, including return shipping;*
- Advanced Unit Exchange offering a next business day replacement;
 - *Replacement unit shipped from Customer owned, HSM managed buffer stock. Faulty device is returned to HSM repair depot, repaired and returned to the buffer stock within 5 working days;*
- On-Site dispatches an engineer to perform the repair at the customer's site;
 - 2 business day response or next business day response.

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 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 underside of unit);
 - Serial Number;
 - Fault Description;
 - Contract Number (if applicable);
 - Return to Address;
 - Contact Name;
 - Telephone number.
- Once you have completed the RMA request, you will be issued an RMA number.
- For in depot repair, and Advanced Exchange service:
 - The address to return the faulty device(s) to will be provided during the RMA process;
 - 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.
- For On-Site service:
 - A technician will be dispatched to arrive within the contracted timescale;
 - Service requests placed after 3pm local time, Monday to Friday will be deemed as having been placed on the next working day.

Customer Responsibilities:

In order to enable HSM to carry out its support obligations the customer without limitation 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.
- For *In Depot Repair and Advanced Exchange service*:
 - Return the faulty product to the address provided with the RMA in a timely manner;
 - Remove any replaceable items (SIM cards, SD cards, batteries etc).
- For *On-Site service*:
 - Provide HSM with safe and prompt full access to the products;
 - Ensure the product is in an easily accessible location with adequate space, health and safety conditions;
 - Provide such telecommunication facilities as are reasonably required by HSM for the performance of its obligations and for any other testing, diagnostic and remedial purposes at the customer's expense.

Additional Information:

- In the event that a Product unit is received with a fault not covered under the contract terms, HSM will provide a repair quotation 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.

Customized Service Contract Options:

- **Best Effort Contract** – Devices that are more than two years beyond their announced End of Life date may be covered by a Best Effort Contract. Best Effort is defined as a good faith effort to repair the device with available parts and resources. If we are unable to repair the unit due to component availability, the unit will be returned. Credit/refund may be issued at HSM's discretion for the unused portion of the contract for the specific non-repairable device.
- **Customized Service Contract** - In some cases HSM may be able to tailor service contracts to meet specific customer requirements. To discuss these further, please contact your local HSM supplier or HSM Sales representative.