

# **PRODUCTIVITY SOLUTIONS & SERVICES** **AUSTRALIA / NEW ZEALAND**

---

Requesting Service

---

**Honeywell**

# SERVICE TO HELP YOUR PRODUCTIVITY

With Honeywell owned and operated service centers located around the globe, Honeywell has the comprehensive service offerings to help manage, maintain, and protect your mobile and productivity devices. Maintenance and support services allow you to select and customize a plan that best fits the needs of your business and budget along with benefits like device security and cloud-based data analytics.



- Honeywell Productivity Services & Solutions service manages more than 600,000 repairs annually around the world. Locally we complete about 20,000 repairs annually.
- All services are conducted under an ISO 9001:2008-certified Quality Management System.
- We manage highly experienced and capable service teams, backed by our best in class global Honeywell Supply Chain.

# TABLE OF CONTENTS

---

<b>4</b>	<b>HONEYWELL SERVICE CENTRE DEPOT LOCATIONS</b>
4	HOW TO CONTACT US
<b>5</b>	<b>RETURN MATERIAL AUTHORIZATION ONLINE CUSTOMER PORTAL</b>
5	REGISTER
6	SIGN-IN
7	FIND YOUR SERIAL NUMBER
9	CHECK YOUR SERIAL NUMBER FOR WARRANTY OR SERVICE CONTRACT COVERAGE
10	ADD DEVICES TO RMA
12	PACKING SLIP
13	ADD DEVICES TO RMA EXCEL TEMPLATE
<b>15</b>	<b>FREQUENTLY ASKED QUESTIONS</b>
15	HOW DO I TRACK THE REPAIR STATUS?
15	MY REPAIR HAS BEEN COMPLETED AND SHIPPED, WHAT ARE THE COURIER TRACKING DETAILS FOR THE RETURN SHIPMENT?
16	WHAT WORK WAS PERFORMED TO REPAIR THE UNIT?
16	HOW DO I TROUBLESHOOT OR REQUEST ADDITIONAL TECHNICAL SUPPORT?
16	HOW DO I CONTACT THE HONEYWELL SERVICE DEPOT CUSTOMER SERVICE?
17	WHAT IS THE WARRANTY PERIOD INCLUDED FOR MY HONEYWELL DEVICE?
17	CAN I STILL GET MY OLDER DEVICE REPAIRED?
17	WHAT DOES MY SERVICE CONTRACT COVER?
17	IF MY DEVICE IS NOT UNDER WARRANTY OR SERVICE CONTRACT, CAN I LODGE A TIME & MATERIALS (T&M) REPAIR?
17	HOW DO I CONTACT HONEYWELL VOICE SUPPORT?
18	HOW TO CREATE AN RMA FOR ACCESSORIES?

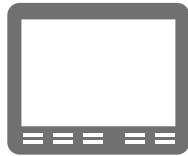
# HONEYWELL SERVICE CENTRE DEPOT LOCATIONS

## HOW TO CONTACT US

For warranty or maintenance contract service repairs of Honeywell data capture products.



Mobile Computers



Vehicle Mounted  
Computers



Scanners



Mobile Printers





Industrial Printers

The Australia and New Zealand (ANZ) Honeywell Service Depots operate Monday to Friday (excluding public holidays) between 8:30 and 5:00pm local time.

## SERVICE LOCATIONS






 Sydney, Australia  
Address:  
9 Columbia Way  
Baulkham Hills NSW 2153  
AUSTRALIA

 Auckland, New Zealand  
Address:  
11/792 Great South Road  
Wiri Auckland 2104  
NEW ZEALAND



## CONTACT INFORMATION

-  Telephone: AU +61 2 9353 7000 NZ +64 9 623 5995
-  Website: <https://sps.honeywell.com/au/en/services/productivity/support-services>
-  RMA Portal: <https://honeywellsps.my.salesforce-sites.com/thetechsupportall/LoginRMA>

## GENERAL ENQUIRIES




-  Email: [ServicePSSANZ@honeywell.com](mailto:ServicePSSANZ@honeywell.com)

## SERVICE CONTRACT ENQUIRIES

-  [ContractsPSSANZ@honeywell.com](mailto:ContractsPSSANZ@honeywell.com)




## TECHNICAL SUPPORT & SELF-HELP OPTIONS

### CONTACT INFORMATION

-  Telephone: AU +61 2 8278 1255 NZ +64 9 969 0758
-  Website: <https://sps-support.honeywell.com/s/pss>
-  FAQs: <https://sps-support.honeywell.com/s/pss/faq>

## SALES

### CONTACT INFORMATION

-  Telephone: AU +61 2 9353 7000 NZ +64 9 623 5050 (Option 4)
-  Website: <https://sps.honeywell.com/au/en/products/productivity>
-  Email: [PreSalesPSSANZ@honeywell.com](mailto:PreSalesPSSANZ@honeywell.com)


# RETURN MATERIAL AUTHORIZATION ONLINE CUSTOMER PORTAL

## REGISTER

For distributors, resellers or customers wanting to lodge an RMA for a device repair, users need to be registered to log into the Honeywell RMA Customer Portal at the link below:

Website: <https://honeywellsps.my.salesforce-sites.com/thetechsupportall/registrationRMA>

Note: first time registrations might take a couple of days to be processed.

 **Honeywell**  
THE POWER OF CONNECTED

Safety and Productivity Solutions

HELP | CUSTOMER CARE

### RMA Portal New User Registration

First Name*	Last Name*								
<input type="text"/>	<input type="text"/>								
User Category*	Company Name*								
<input type="text" value="Select"/>	<input type="text"/>								
Product Category*									
<table border="0"><tr><td>Productivity and Workflow Solutions</td><td>RAE Systems</td></tr><tr><td><input checked="" type="checkbox"/></td><td><input type="checkbox"/></td></tr><tr><td>BW Scanners, Printers, RFID, Handheld, Wearable, Vehicle-Mount, Voice, etc.</td><td>known</td></tr><tr><td><input type="checkbox"/></td><td><input type="checkbox"/></td></tr></table>		Productivity and Workflow Solutions	RAE Systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>	BW Scanners, Printers, RFID, Handheld, Wearable, Vehicle-Mount, Voice, etc.	known	<input type="checkbox"/>	<input type="checkbox"/>
Productivity and Workflow Solutions	RAE Systems								
<input checked="" type="checkbox"/>	<input type="checkbox"/>								
BW Scanners, Printers, RFID, Handheld, Wearable, Vehicle-Mount, Voice, etc.	known								
<input type="checkbox"/>	<input type="checkbox"/>								
Country*	Region / State								
<input type="text" value="Select"/>	<input type="text"/>								
City*	Postal Code								
<input type="text"/>	<input type="text"/>								
Street Address 1*	Street Address 2								
<input type="text"/>	<input type="text"/>								
Street Address 3	Phone*								
<input type="text"/>	<input type="text"/>								
VAT (for applicable countries)	Company Registered No. (applicable for all EMEA countries)								
<input type="text"/>	<input type="text"/>								

# RETURN MATERIAL AUTHORIZATION ONLINE CUSTOMER PORTAL

## SIGN-IN

Once your registration is complete, you can now log into the RMA Customer Portal using your username and password.

Website: <https://honeywellsps.my.salesforce-sites.com/thetechsupportall/LoginRMA>



Safety and Productivity Solutions

[HELP](#) | [CUSTOMER CARE](#)



## Welcome to our enhanced Return Material Authorization (RMA) Portal

Here you can create RMA's for repairs. We also have functionality to support customers creating multiple RMA's (Batch RMA), Advance Exchange and/or Field Service requests. Be sure to check out Reporting options.

You will also be given access to our Technical Support Portal where you can open a case or search our knowledge base.

The correct location to send your equipment will be provided during RMA creation. Please ship your equipment to the depot address printed on your packing slip, [it is identified as the Ship-to on the RMA packing slip.](#)

For immediate support, please contact [Honeywell Support](#).

## Login

Username (Email)

Password

[Login](#)

[Forgot Password?](#)

If you are a new user, please [register](#).

# RETURN MATERIAL AUTHORIZATION PRODUCT DETAILS

## FIND YOUR SERIAL NUMBER

In order to lodge the RMA request, the below details are required:

### Serial Number

Located on each device is the part number and serial number, see below examples on where to find on the device.

### Problem Description

Describe the problem or issue you are experiencing with the product.



Material Number / Part Number: CT60-L1N-BFP210F  
Serial Number: 20101D811E

CT60 XP Mobile Computer



Material Number / Part Number: CK65-LON-B8N212A  
Serial Number: 20106D8297

CK65 Mobile Computer

# RETURN MATERIAL AUTHORIZATION PRODUCT DETAILS

## FIND YOUR SERIAL NUMBER

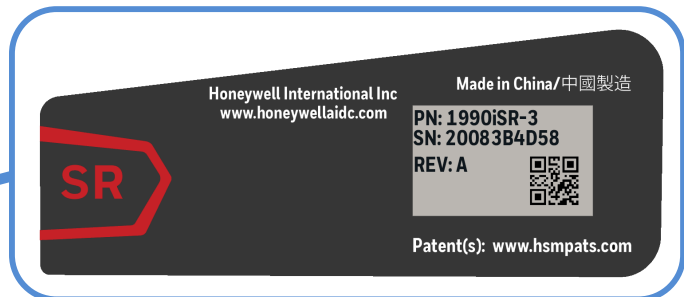
In order to lodge the RMA request, the below details are required:

**Serial Number** Located on each device is the part number and serial number, see below examples on where to find on the device.

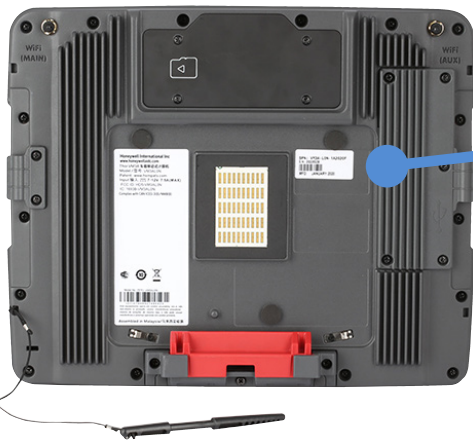
**Problem Description** Describe the problem or issue you are experiencing with the product.



Granit XP Scanner



Material Number / Part Number: 1990iSR-3  
Serial Number: 20083B4D58



VM3A Vehicle Mount



Material Number / Part Number: VM3A-LON-1A2020F  
Serial Number: 2002265238



PX940 Printer



Material Number / Part Number: PX940V30100060200  
Serial Number: 19050B1575



# RETURN MATERIAL AUTHORIZATION COVERAGE CHECK

## CHECK YOUR SERIAL NUMBER FOR WARRANTY OR SERVICE CONTRACT COVERAGE

Whether service is covered by a current Honeywell maintenance contract or warranty. This can be checked by logging into the customer's RMA Customer Portal account mentioned above and clicking into the 'Check Coverage' option.

Honeywell | Safety and Productivity Solutions [LOGOUT]  
HELP | TECH SUPPORT | CUSTOMER CARE  
Search Status By RMA Number [input] [search icon]

Create RMA | Batch RMA | Reports | My Profile | **Check Coverage**

Enter the Serial Number below to check coverage

Serial Number

Serial Number: 19085D84D0

Material Number: CK65-L0N-AMN210A

Material Description: CK65,2/32,NoCAM,Alpha,EX20,S  
CP,GMS,ANZ

Repair Entitlement: ● *Repair covered*

Warranty End Date: April 03, 2020

Contract Number: 0120327277

Contract End Date: September 29, 2022

[Cancel](#)

# RETURN MATERIAL AUTHORIZATION CREATE RMA

## ADD DEVICES TO RMA

By Selecting the 'Create RMA' option, the details of the repair can now be entered.  
Enter up to 10 device Serial numbers.



Safety and Productivity Solutions

[LOGOUT]

HELP | TECH SUPPORT | CUSTOMER CARE

Search Status By

- Create RMA**
- Batch RMA
- Reports
- My Profile
- Check Coverage

### Return Information - Shipping and Contact

Verify the return address and contact information before you start adding devices.

#### Return Location

ACME Industries Pty Ltd  
1 MAIN ST.  
PLEASANTVILLE NSW 2000 AU

#### Return Contact

John Smith  
+61 02 1234 1234

[Change](#)

[Change](#)

Enter your own reference number or note for this RMA

### Line Items - Devices

You can add up to 10 devices per RMA. Do not submit out of service devices for repair.

Add Serial Number   No Serial Number? [Add using description.](#)

[Help me find the serial number.](#)

[Cancel](#) [Continue](#) →

[Terms & Conditions](#) | [Privacy Statement](#) | [Subscribe](#) | [Unsubscribe](#) | [Global Unsubscribe](#)

© 2017 [Honeywell International](#)

# RETURN MATERIAL AUTHORIZATION CREATE RMA

## ADD DEVICES TO RMA

Enter the details of the problem with the device under 'Problem Description' and select the 'Symptom' drop down to specify the type of repair.

Note: Generic 'Problem Descriptions' such as 'Unit not working' are not allowed.

**Honeywell** | Safety and Productivity Solutions

ANASTASIA [LOGOUT] | HELP | TECH SUPPORT | CUSTOMER CARE

Search Status By: RMA Number

Create RMA | Batch RMA | Reports | My Profile | Check Coverage

### Add Material to RMA

Serial Number: 19085D84D0 | Repair Entitlement: ● Repair covered  
Material Number: CK65-L0N-AMN210A | Warranty End Date: April 03, 2020  
Material Description: CK65,2/32,NoCAM,Alpha,EX20,S CP,GMS,ANZ | Contract Number: 0120327277  
Contract End Date: September 29, 2022

Problem Description\* 39 / 250  
Device has been run over by a forklift.

Please do not use Special characters like "<" and ">" on description field.  
You may upload images or documents to help describe the problem. Only 5 files up to 3MB each may be uploaded in PDF or JPG format. [Upload](#)

Symptom / RAE Request Type\*  
Select  
-- Physical damage  
-- No Physical Damage but not functioning as follows  
-- Firmware/Software issue  
-- Scanning issue  
-- Display/Touchscreen issue  
-- Key(s) not functioning  
-- Application/Device freezes  
-- No power  
-- Bad Print Head  
-- Head or Paper Jams  
-- Improper Alignment  
-- Print Quality  
-- Not Printing  
-- Will not Feed  
-- Other  
-- Bluetooth  
-- I/O Communication  
-- GPS Location  
-- GSM Radio

This problem is intermittent

Cancel Add

Cancel Continue →

Terms & Conditions | Global Unsubscribe | © 2017 Honeywell International

# RETURN MATERIAL AUTHORIZATION DISPATCH TO DEPOT

## PACKING SLIP

Once an RMA has successfully been created, you will be prompted with the 'Packing Slip' information. Ship your Honeywell product to us along with a hardcopy 'Packing Slip' printout to the 'Ship-to' shipping address mentioned on the 'Packing Slip'.


The 'Packing Slip' includes the Portal RMA number that you will be able to use for further tracking and throughout the repair process.




**LEGAL ADDRESS, DO NOT SHIP HERE (see below ship - to)**

**Honeywell Sensing and Productivity Solutions**  
9680 Old Bailes Road  
Fort Mill, SC 29707-7539  
United States



## RMA Packing Slip

<b>RMA Number</b>	10770000	<b>RMA Barcode</b>	
Date Issued:	8/1/2021		
PO Number:			
Customer Ref Number:	R123456		
<b>Ship-to:</b>	Honeywell – Australia 2 Richardson Place Level 3, North Ryde Sydney NSW 2113 Australia		<b>Ship-from:</b> 000123456 ACME Industries Pty Ltd 1 Main Street Pleasantville NSW 2000 Australia

Item No.	Serial Number Barcode	Material Number	Material Description	Symptom Description	Service Contract/Warranty	Service Contract End Date/Warranty End Date	RMA Type
1	19085D84D0 	CK65-L0N-AMN210A	CK65,2/32,NoCAM,Alpha,EX20,SCP,GMS,ANZ	Physical Damage	0120327277 UNDER CONTRACT	4/03/2020 9/29/2022	Repair
2	19241B1D98 	8680I200-2	WEARABLE RING SCANNER, STANDARD	Scanning issue	NOT APPLICABLE	9/19/2020	Repair
3	16311475311 	SG20THP-00 1	SG20 2D EA30,Blk,c orded,USB/ KBW/232 I/F	No power	NOT APPLICABLE	6/28/2020	Repair

# RETURN MATERIAL AUTHORIZATION CREATE RMA - BATCH UPLOAD

## ADD DEVICES TO RMA EXCEL TEMPLATE

Batch RMAs allow you to submit up to 100 Devices using our Excel template.

Note: The Batch RMA Process is intended for units that are covered under contract or warranty only, it cannot be used for T&M repairs.

Search Status By

- Create RMA
- Batch RMA
- Reports
- My Profile
- Check Coverage

Batch RMAs allow you to submit up to 100 Devices using our Excel template.

To create a batch RMA, we require that you use our Microsoft Excel template. We'll customize this template for you, including all your shippable Site Addresses, and associate Site Contacts. Please ensure your batches are limited to 100 devices. The Batch RMA Process is intended for units that are covered under contract or warranty only. Please provide a serial number for each device entered.

[Download Your Excel Template](#)

Tab 1: Enter Data Here

A	B	C	D	E	F	G	H
<b>Site ID (Not required)</b> Find Site ID on Return Locations tab (sheet 2)	<b>Return Loc ID (Required if no Site ID is provided)</b> Find Return Loc ID by searching for address in Return Locations tab (sheet 2)	<b>Return Contact ID (Required)</b> Find Return Contact ID in Return Contact tab (sheet 3)	<b>Serial Number (Required)</b> Found on your unit	<b>Symptom (Required)</b> Select from Drop Down List	<b>Problem Description (Required)</b> Open text field max 250 characters	<b>Intermittent? (Required)</b> Is the problem intermittent?	<b>Reference Number (Not Required)</b> If you have a system generated number to cross-reference to our RMA number- you may enter it here
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							

Tab 2: Contains Customer's Return Locations

B	C	D	E	F	G	H	I
<b>Return Location ID</b>	<b>Company</b>	<b>Addr Line1</b>	<b>Addr Line2</b>	<b>Addr Line3</b>	<b>City</b>	<b>State/Region</b>	<b>Postal Code</b>
526571	INTERMEC TECHNOLOGY	550 2nd STREET SE			Cedar Rapids	IA	52401

Tab 3: Contact Information

A	B	C	D	E
<b>Return Loc</b>	<b>Contact ID</b>	<b>Name</b>	<b>Phone</b>	<b>Email</b>
00526571	00001253811556	JAMIE HOAGLAN	319-369-3381	jamie.hoaglan@intermec.com

# RETURN MATERIAL AUTHORIZATION CREATE RMA - BATCH UPLOAD

## ADD DEVICES TO RMA EXCEL TEMPLATE

Sample upload file

Site ID (Not required) Find Site ID on Return Locations tab (sheet 2)	Return Loc ID (Required if no Site ID is provided) Find Return Loc ID by searching for address in Return Locations tab (sheet 2)	Return Contact ID (Required) Find Return Contact ID in Return Contact tab (sheet 3)	Serial Number (Required) Found on your unit	Symptom (Required) Select from Drop Down List	Problem Description (Required) Open text field max 250 characters	Intermittent? (Required) Is the problem intermittent?	Reference Number (Not Required) If you have a system generated number to cross-reference to our RMA number- you may enter it here
	0000594870	00002980121556_SAP Contact	LI01271F	Scanning issue			
	0000429797	00004667981556_SAP Contact	LI01273F				

Upload file then receive online confirmation.

Search Status By RMA Number

Create RMA Batch RMA Reports My Profile Check Coverage

Batch RMAs allow you to submit up to 100 Devices using our Excel template.

To create a batch RMA, we require that you use our Microsoft Excel template. We'll customize this template for you, including all your shippable Site Addresses, and associate Site Contacts. Please ensure you have the correct information in the template. The Batch RMA Process will be initiated once the file is uploaded. Please provide a site ID for each device.

**Batch File Uploaded**

Your Batch file was uploaded successfully for processing. we will send an email detailing processing, and any issues we find.Thanks!

*NOTE: Depending on the data volume, the status email might take up to 20 minutes to be sent. Please add "noreply@honeywell.com" to your email safe sender list!*

Select File

You may enter a personalized name for your file here.

Upload Your File

You will then receive an email with attachments: Packing Slips and an Error File (if there was an error in the uploaded file).

# FREQUENTLY ASKED QUESTIONS

## HOW DO I TRACK THE REPAIR STATUS?

Log into your RMA Customer Portal account and track your repairs by either using the Serial Number or the Portal RMA number as shown below:

The screenshot shows the Honeywell RMA Customer Portal interface. At the top left is the Honeywell logo with the tagline 'THE POWER OF CONNECTED' and 'Safety and Productivity Solutions'. On the top right, there are links for '[LOGOUT]', 'HELP', 'TECH SUPPORT', and 'CUSTOMER CARE'. A search bar is highlighted with a red circle, containing 'Search Status By Serial Number' and the value '19085D84D0'. Below the search bar is a navigation menu with buttons for 'Create RMA', 'Batch RMA', 'Reports', 'My Profile', and 'Check Coverage'. The main content area displays repair details: 'Contract End Date: 9/29/2022', 'Material Number: CK65-L0N-AMN210A', and 'Material Description: CK65,2/32,NOCAM,ALPHA,EX20,SCP,GMS,ANZ'. On the right side, it shows 'Intermittent Issue: No', 'Advance Exchange: N', 'Accept/Dispute: false', and 'Dispute Remarks:'. A 'Progress' section is highlighted with a red circle, showing 'Status: Complete/Shipped', 'Created On: 7/18/2021', and 'Received On: 7/21/2021'. Other details include 'Estimated Completion Date: 7/28/2021' and 'Completed On: 7/25/2021' with a red circle around the link 'TNT: XIN000003235'.

Open the details of the repair and it will have the ETA and the Status.

'Open' status means the product has not yet physically arrived into our Service Depot.

'Released' status means your repair is in progress.

'Complete/Shipped' status means your repair is completed and has been shipped to the return address.

## MY REPAIR HAS BEEN COMPLETED AND SHIPPED, WHAT ARE THE COURIER TRACKING DETAILS FOR THE RETURN SHIPMENT?

When the repair is completed and dispatched, the courier tracking details are available in the RMA portal, to view the tracking details, click the courier link to be redirected to their website for tracking details and proof of delivery information.

This screenshot is identical to the one above, showing the Honeywell RMA Customer Portal interface. The search bar and navigation menu are the same. The repair details are also the same. In the 'Progress' section, the 'Status' is 'Complete/Shipped'. The 'Completed On' date is '7/25/2021', and the courier link 'TNT: XIN000003235' is highlighted with a red circle.

# FREQUENTLY ASKED QUESTIONS

## WHAT WORK WAS PERFORMED TO REPAIR THE UNIT?

To view the repair in greater detail, go to 'Reports' and 'My RMA History' and the work performed and parts used can be viewed, this can also be exported to Excel.

**Honeywell** | Safety and Productivity Solutions [LOGOUT]  
HELP | TECH SUPPORT | CUSTOMER CARE

Search Status By RMA Number

Create RMA | Batch RMA | **Reports** | My Profile | Check Coverage

**My RMA History** | Advance Exchange | Repairs and Failures | My Contract Reports

RMA Report Results (147 results found)

Symptom Code Description	Diagnosis Code Description	Repair Type Description	Carrier Name	Tracking #	Product Component 1
Physical damage	Part failure due to damage	Repair	TNT	XIN000003278	346-081-004 - DISPLAY W/TOUCHPANEL, 1/4 VGA LCD, CK3R
No power	Part failure - internal cause	Repair	TNT	XIN000003304	8754-870900-98 - CK75 WLAN MAINBOARD W/O HEATER,EX25

## HOW DO I TROUBLESHOOT OR REQUEST ADDITIONAL TECHNICAL SUPPORT?

Our comprehensive web-based and telephone technical support services are here to help you quickly resolve Honeywell product and system configuration issues.

### CONTACT INFORMATION

- Telephone: AU +61 2 8278 1255 NZ +64 9 969 0758
- Website: <https://sps-support.honeywell.com/s/pss>
- FAQs: <https://sps-support.honeywell.com/s/pss/faq>

## HOW DO I CONTACT THE HONEYWELL SERVICE DEPOT CUSTOMER SERVICE?

The ANZ Honeywell Service Depots operate Monday to Friday (excluding public holidays) between 8:30 and 5:00pm local time.

For general enquiries and escalations please contact us at: [ServicePSSANZ@honeywell.com](mailto:ServicePSSANZ@honeywell.com)

For contracts enquiries contact us at: [ContractsPSSANZ@honeywell.com](mailto:ContractsPSSANZ@honeywell.com)

### CONTACT INFORMATION

- Telephone: AU +61 2 9353 7000 NZ +64 9 623 5995
- Website: <https://sps.honeywell.com/au/en/services/productivity/support-services>
- RMA Portal: <https://honeywellsps.my.salesforce-sites.com/thetechsupportall/LoginRMA>

### GENERAL ENQUIRIES

- Email: [ServicePSSANZ@honeywell.com](mailto:ServicePSSANZ@honeywell.com)

### SERVICE CONTRACT ENQUIRIES

- Email: [ContractsPSSANZ@honeywell.com](mailto:ContractsPSSANZ@honeywell.com)



# FREQUENTLY ASKED QUESTIONS

## WHAT IS THE WARRANTY PERIOD INCLUDED FOR MY HONEYWELL DEVICE?

To check the standard warranty period, click on the link below for the warranty matrix.

 Website: <https://sps.honeywell.com/us/en/support/productivity/warranties/warranty-matrix>

## CAN I STILL GET MY OLDER DEVICE REPAIRED?

To check if a product is End Of Service (EOS), discontinued or retired, including their current Support Lifecycle status, click on the link below.

 Website: <https://sps.honeywell.com/us/en/support/productivity/discontinued-products>

## WHAT DOES MY SERVICE CONTRACT COVER?

To view the full terms and conditions of the service contract, click on the link below.

 Website: <https://sps.honeywell.com/us/en/support/productivity/agreements>

## IF MY DEVICE IS NOT UNDER WARRANTY OR SERVICE CONTRACT, CAN I LODGE A TIME & MATERIALS (T&M) REPAIR?




Yes, Flat Rate repairs are available, pricing is available for resellers in the Honeywell Pricebook, end users will need to contact the Honeywell Service Center for a quote.

Mobile Computers	Vehicle Mount Computers	Scanners	Printers
MOB1-REPAIR	VM1-REPAIR	HHSCAN1-REPAIR	PRINT1-REPAIR
MOB2-REPAIR	VM2-REPAIR	HHSCAN2-REPAIR	PRINT2-REPAIR
MOB3-REPAIR	VMACC1-REPAIR	HHSCAN3-REPAIR	PRINT3-REPAIR
MOB4-REPAIR		SCAN-DIAGNOSTIC	PRINT4-REPAIR
MOB5-REPAIR		SCANEXPEDITE	PRINT5-REPAIR
MOB-DIAGNOSTIC			PRINT6-REPAIR
MOBILITYEXPEDITE			PRINT-DIAGNOSTIC
MOB-LCDREPLACE			PRINT-EXPEDITE

## HOW DO I CONTACT HONEYWELL VOICE SUPPORT?

For certified voice partners or customers with support contracts, log in for access to Knowledge Base and Support Community resources.

## CONTACT INFORMATION

 Telephone: USA +1 (866) 862-7877 EMEA +44 (0) 1344-65-6123  
 Website: <https://honeywell.custhelp.com/>  
 Email: [VoiceTechnicalSupport@honeywell.com](mailto:VoiceTechnicalSupport@honeywell.com)

# FREQUENTLY ASKED QUESTIONS

## HOW TO CREATE AN RMA FOR ACCESSORIES?

The Honeywell Service centre does not manage warranty replacements for batteries or accessories, for accessories that need replacement within the warranty period, these are to be replaced via the standard warranty replacement process via the reseller/ distributor. To check the standard warranty period, click on the link below for the warranty matrix.

 Website: <https://sps.honeywell.com/us/en/support/productivity/warranties/warranty-matrix>

If the accessories are covered under a Gold service contract Accessory AddOn (listed below), or Platinum service contract, your accessories will be repaired/ replaced if the device serial number is covered by a contract that includes accessory replacement.

Part Number	Description
SVCACC-MOBx	AddOn, Edge Service, Accessory Service , Mobility, x Year
SVCACC-PRNx	AddOn, Edge Service, Accessory Service , Printer, x Year
SVCACC-SCNx	AddOn, Edge Service, Accessory Service , Scanner, x Year.

For non-serialized accessories (example: hand strap, protective boot) and serialised accessories (example: Home Base charger, Vehicle Dock) that are covered under a valid service contract that includes accessory replacement, the RMA must be logged under the serial number of the device it is being used with, i.e. the CT40 mobile computer that is under contract.

If the accessories are not within the warranty period or under contract, we recommend that you contact your reseller/ distributor to purchase a new replacement.

**For more information**

<https://sps.honeywell.com/au/en/products/productivity>

**Honeywell Safety and Productivity Solutions**

Level 3, 2 Richardson Place

North Ryde NSW 2113

Australia

[sps.honeywell.com](https://sps.honeywell.com)

Requesting Service ANZ | Rev D | 08/23  
© 2023 Honeywell International Inc.

**Honeywell**