

# HONEYWELL EDGE SERVICES

## Mobile Computers

Edge Services is a complete solution that provides support for the entire lifecycle of a mobile computer – from configuration and installation to ongoing support, migration, asset retirement, and recycling.

## SERVICE BENEFITS FOR MOBILE COMPUTERS

Honeywell mobile computers are used in a wide spectrum of industries and environments that demand durability. Trust Honeywell Edge Services to support your fleet of devices so that you never have a lag in productivity.

### Support

Edge Services supports more than maintenance, it supports the entire lifecycle of the device. Edge Services can assist with device deployment, spare pools, rentals, as well as supporting applications with a 24/7 Help Desk.

### Maintenance

Select from three levels of service and available add-on options to customize a support plan that best fits the needs of your business and budget. Basic and Gold maintenance service plans cover critical device technical support with the ability to customize with upgrade options. The Platinum Solution plan offers our most comprehensive coverage and includes replacement of device and device accessories, but also consumables such as batteries.

Android operating system coverage is also included in all service levels as a benefit to ensure your devices are operating as productively as possible with the latest updates and patches.



## KEY UPGRADE OPTIONS



### Full Comprehensive Upgrade

Replaces damaged devices beyond the scope of repair.



### Sentinel Service

Provides patches and minor enhancements on Android software.



### Help Desk

24/7 telephone support for software applications.



### Battery Refresh

New batteries provided based on the length of the service contract.

**Honeywell**

## MOBILE COMPUTER SERVICE PLANS

| SERVICES                    | BASIC                           | GOLD                           | PLATINUM     |
|-----------------------------|---------------------------------|--------------------------------|--------------|
| Contract Length             | 1 or 2 Years                    | 3 or 5 Years                   | 3 or 5 Years |
| Spare Pool Management       | Can be added to Basic Contracts | Can be added to Gold Contracts | ✓            |
| Accessory Replacement       | -                               |                                | ✓            |
| Battery Refresh             | -                               |                                | ✓            |
| Device Replacement          | -                               |                                | ✓            |
| Accidental Damage           | -                               | ✓                              | ✓            |
| Component Repair            | -                               | ✓                              | ✓            |
| Wear and Tear               | -                               | ✓                              | ✓            |
| Android Updates/Patches     | ✓                               | ✓                              | ✓            |
| Warranty Repair             | ✓                               | ✓                              | ✓            |
| Technical Support           | ✓                               | ✓                              | ✓            |
| Depot Turnaround Time (TAT) | 15 Days                         | 5 Days <sup>1</sup>            | 2 Days       |

| MANAGED SERVICES & SOFTWARE* |
|------------------------------|
| Managed Deployment           |
| Spare Pool Management        |
| Project Management           |
| Image Management             |
| Help Desk                    |
| Rental Services              |
| Operational Intelligence     |

\*Sold Separately;  
May not be available in all regions.  
Check with local Honeywell  
Representative for availability.

### For more information

[www.honeywellaidc.com](http://www.honeywellaidc.com)

### Honeywell Safety and Productivity Solutions

300 S Tryon St Suite 500  
Charlotte, NC 28202  
877-841-2840  
[www.honeywell.com](http://www.honeywell.com)

<sup>1</sup>2-day TAT upgrade available

PSS Mobility Services Flyer | Rev B | 02/21  
© 2021 Honeywell International Inc.

**Honeywell**

# SERVICE DESCRIPTION

## EDGE SERVICE – GOLD SUPPORT

The following service is provided subject to Honeywell Productivity Solutions and Services' ("PSS", formerly known as "Honeywell Safety and Productivity Solutions" or "HS&PS") 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 Edge Service Gold Support contract is a flexible repair service that covers hardware failure, wear and tear, and accidental damage.**

### Service Overview

PSS provides this support solution for its branded mobility, printing and scanning hardware products ("Products") from the initial Product purchase. To take advantage of this coverage, a Gold contract must be purchased within 90 days of the Product purchase.

This service provides the repair or replacement (at PSS' discretion) of faulty Products and includes:

- Access 24 hours/day, 7 days/week to PSS' 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. PSS will use commercially reasonable efforts to keep telephone support for this service available 5 days/week, during normal business hours (8 hours/day) – excluding public and local holidays<sup>1</sup>;
- 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;
- Repair of faulty Products caused by hardware failure due to wear and tear or accidental damage sustained to circuit boards, screens, keypads, buttons, housings and other components. Covers labor and expedited repair or replacement of parts;
- Replacement of damaged styluses, battery door covers, screen protectors, hand straps or clips that are *shipped* with Product sent to the depot for repair;
- A full functional test of the Product before being cleaned, re-packed and dispatched back to the return address supplied by the customer.

### Service Exclusions

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

- PSS products not covered by a valid PSS service contract;
- Cost of carriage to an PSS facility;
- Printhead replacement due to wear/use/abuse, or outside of printhead warranty period;
- Replacement of damaged batteries, printheads<sup>2</sup> or accessories, unless optional add-on coverage has been purchased for Products;
- Replacement of damaged styluses, battery door covers, screen protectors, hand straps or clips that are *not shipped* with Product sent to the depot for repair;
- Reloading of customer or third-party software, unless optional Image Management coverage has been purchased for device;

---

<sup>1</sup>Local Holidays are determined by location of the Honeywell facility providing support. Support for Honeywell products is provided at various locations throughout the globe.

<sup>2</sup>Mobile printer printhead replacement is included in the standard Gold contract and does not require an add-on upgrade as it is an internal component part and not classified as consumable. Customer must return the failed mobile printer to an Authorized Honeywell Service Provider for replacement.

- Components that are no longer available for purchase on a commercially reasonable basis (Product will be returned “as is” or scrapped in-house at customer’s discretion if repair is not possible);
- Product damaged to the extent that the Product serial number is no longer verifiable;
- Product that has been damaged due to inadequate Customer-provided transit packaging;
- Damage sustained due to chronic negligence or deliberate abuse of the Product; or repair/modification by a party not authorized by PSS;
- Products under a Gold Service Plan are not eligible for replacement due to damage, beyond economic repair; unless optional Device Replacement coverage has been purchased for device;
- 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;
- Devices damaged using cleaning chemicals or other active ingredients not recommended under Honeywell’s Device Cleaning and Disinfecting guidelines that adversely affect plastics, displays or other components of mobile devices including printers, scanners and computers. (NOTE: This exclusion is not applicable to healthcare devices where the product data sheets allow limited exposure to specified cleaning chemicals.)
- Products that have reached the announced End of Service date or are at least 5 years beyond End of Life announcement, whichever date is earlier;
- Printheads, cutters, platen rollers or batteries purchased separately.

## Supported Products

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

## Turnaround Times

Turnaround time for return to depot repair is calculated as the number of business days the faulty Product is in the PSS repair depot or logistics hub. In transit time and date received are not included in the turnaround time calculation.

Turnaround time for on-site repair is calculated as the time from receipt of Service Request (RMA) in number of hours, excluding weekends and PSS holidays<sup>1</sup>. Contracts are available in the following contracted turnaround times:

- o 5 business day depot repair providing in-depot repair performed at an PSS repair depot, including return shipping;
- o Day 1 is the first business day after the Products arrive at PSS repair depot or logistics hub.
- o 48-hour response on-site repair
- o Providing repair at the customer’s location;
- o Contact your Reseller or PSS Sales Manager to verify coverage for your locations.

## Beyond Economical Repair

Beyond Economical Repair is defined as devices that sustained catastrophic damage to the extent that it is no longer reasonable or economical to repair the device. Honeywell at its discretion will determine if the damage done to a device is catastrophic or if can be repaired.

## 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 PSS Sales or Services representative.

<sup>1</sup>Local Holidays are determined by location of the Honeywell facility providing support. Support for Honeywell products is provided at various locations throughout the globe.

## 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:
  - o <https://hsm.secure.force.com/thetechsupportall/LoginRMA>
  - o *Note: Full details about creating an RMA are included on this website.*
- To request a Service Repair, you will need the following details:
  - o Product Part Number (generally located in battery well or on underside of unit);
  - o Serial Number;
  - o Fault Description;
  - o Return-to Address;
  - o Contact Name; and
  - o 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

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

- Check the PSS online knowledge database for initial diagnosis and support actions;
- If a repair is required, request an RMA number using the process outlined above;
- Return the faulty Product to the address provided with the RMA to PSS in a timely manner;
- Remove any replaceable items (SIM cards, SD cards, batteries, etc.);
- Back up any data stored on the Product prior to return – PSS is not responsible for lost data;
- Where possible, provide a technically competent person with knowledge of the system and fault to actively assist in troubleshooting and diagnosis;
- Acknowledge that they are responsible for recovering their own application software after any such services have been provided;
- Undertake any other actions that PSS may reasonably request to best perform the service.

## Additional Information

- If a Product is received with a fault not covered under the contract terms, PSS will provide a repair quotation under the terms of the PSS Flat Rate Repair Service;
- All repair work and any parts used are supplied with a 90-day warranty valid from the date of repair.