



HONEYWELL REPAIR SERVICES

Workflow Performance Assurance



With Honeywell Repair Services, it's easy to get the level of repair coverage and protection that makes the most sense for your business.

Honeywell repair service programs not only protect your device investment, but also **provide predictable repair costs** for the duration of your agreement. In addition to repairs, with every depot service we also provide required preventative maintenance, install the latest engineering updates and re-load the most up-to-date factory software.

You can take advantage of multiple services programs, including either the **Full Comprehensive Program** or the **Limited Comprehensive Program**, based on the product category and product type (general duty, rugged or specialty) of your devices. Or you may prefer the **Wear & Tear Program** for your Honeywell devices. With each program, you also get comprehensive telephone support and access to the Honeywell Scanning & Mobility online Technical Support Portal for product information.

Ensure business continuity, workflow performance and protection of your technology investments with Honeywell Repair Services — now available in over 70 countries with global pricing and global standards of quality.



Full Comprehensive Program

For Best-In-Class Service

Accidents happen — even under the best operating conditions. And in tough working environments like the warehouse or out in the field, even your rugged devices take a beating every day.

With the Full Comprehensive Program, you get our highest level of protection for critical data-collection and mobile-computing devices, helping you protect your investments and avoid costly operational downtime.

Service Overview

- Comprehensive coverage up to and including device replacement that covers accidental damage, wear and tear, damaged accessories, product defects, failures, and any other damage sustained when the device is used as intended in the work environment. (Coverage for eligible accessories includes damaged styluses, battery door covers, screen protectors, and hand straps or clips when included with equipment for service.)
- Locked-in pricing for coverage with the option of a three- or five-year service agreement. *Note: Full Comprehensive coverage must be purchased within 30 days of hardware purchase.*
- Telephone-based technical support.
- Committed turnaround times for repairs.
- Access to the Honeywell Scanning & Mobility online Technical Support Portal for the latest product and application support information.
- Convenient Online Return Authorization Requests with 24/7 access to online service history reports.
- Depot services include free preventive maintenance, installation of the latest engineering updates and re-loading of the current factory software (or your preferred version).

Full Comprehensive support is available on Honeywell branded hardware products as defined for eligibility in the Honeywell Scanning & Mobility Price Book.



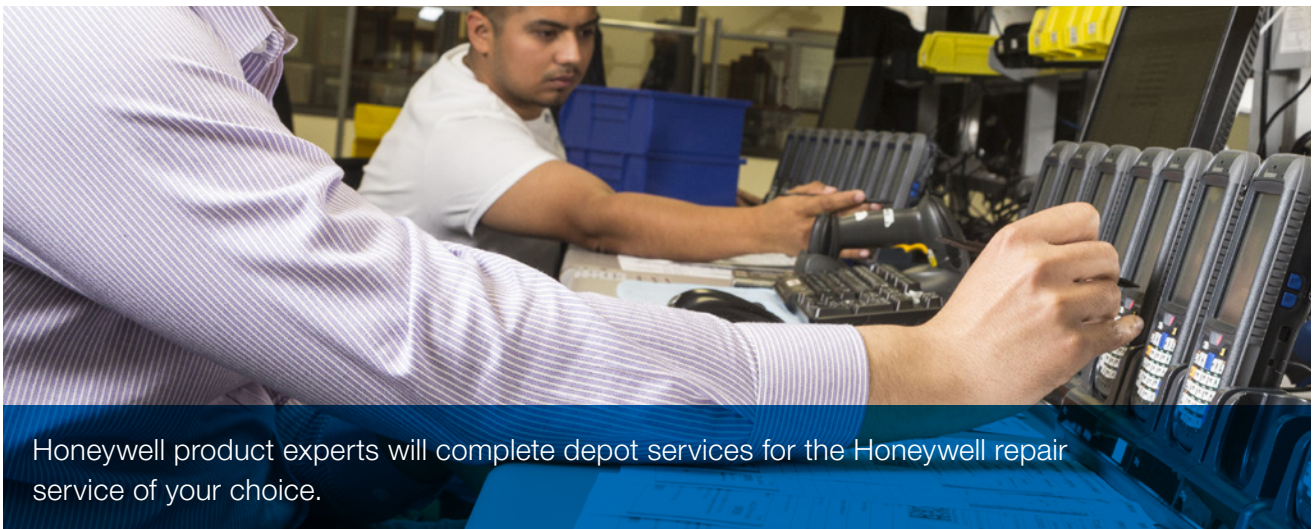
Limited Comprehensive Program

Specialized Coverage for Light Product Handling

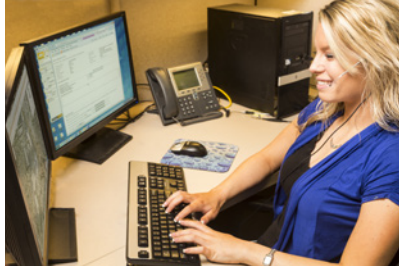
A comprehensive program designed for the unique needs of light product handling solutions. The Limited Comprehensive program provides coverage for accidental damage and hardware failure.

Service Overview

- Comprehensive coverage (excluding device replacement) that covers accidental damage, wear and tear, damaged accessories, product defects, failures, and any other damage sustained when the device is used as intended in the work environment. (Coverage for eligible accessories includes damaged styluses, battery door covers, screen protectors, and hand straps or clips when included with equipment for service.)
- Locked-in pricing for coverage for up to three years from the initial hardware purchase. *Note: Limited Comprehensive coverage must be purchased within 30 days of hardware purchase.*
- Telephone-based technical support.
- Access to the Honeywell Scanning & Mobility online Technical Support Portal for the latest product and application support information.
- Convenient Online Return Authorization Requests with 24/7 access to online service history reports.
- Depot services include free preventive maintenance, installation of the latest engineering updates and re-loading of the current factory software (or your preferred version).



Honeywell product experts will complete depot services for the Honeywell repair service of your choice.



Support Procedures

For 24/7 support information, answers to common questions, or to request technical support, please log in to our Technical Support Portal at www.hsmsupportportal.com and then access the knowledge database located under Articles.

Wear & Tear Program

Economical Repair Alternative

For business environments where accidental damage is unlikely, the Wear & Tear Program protects your devices against manufacturing defects and component-part failures. You'll also benefit from committed turnaround times and the cost savings of locked-in pricing for the length of your agreement.

Service Overview

- Uplifts warranty and provides coverage for reasonable wear and tear and hardware manufacturing defects.
- Locked-in pricing for coverage for up to three years from the initial hardware purchase.
- Telephone-based technical support.
- Access to the Honeywell Scanning & Mobility online Technical Support Portal for the latest product and application support information.
- Online Return Authorization Requests with 24/7 access to online service history reports.
- Depot service includes free preventive maintenance, installation of the latest engineering updates and re-loading of the current factory software (or your preferred version).

Additional Services

Onsite Service for Select Fixed Printers

For Honeywell Scanning & Mobility fixed printers, you can choose from second-business-day or next-business-day on-site repair service options. Preventive maintenance is also available.

Flat Rate Repair

For out-of-warranty devices not covered by a Honeywell Repair Services service contract, our Flat Rate incident repair provides a guaranteed price regardless of repair type. Flat Rate Repair pricing eliminates the need to get estimates and avoids the lengthy approval process associated with time and materials repairs. Turnaround times under this program are 15 days or best effort.

Service for Retired Honeywell Scanning and Mobility Products

Honeywell targets support for a three-year period after product retirement. Honeywell manages part availability or obsolescence to provide product support for as long as commercially feasible.



Convenient Online Return Authorization Requests and Free Return Shipping Included

If you need to return a Honeywell device for service or repair under any Honeywell repair service program, simply request a "Return Authorization" (RA) online. You'll have 24/7 online access to related service reports and information. And return shipping is included at no charge.

Choose the service level that fits your business needs

Ensure your critical data-collection devices are repaired and tested quickly and effectively with your choice of depot services options.

Honeywell Scanning Products

Take advantage of our **one business day depot service option** for your scanning products.

- Realize added savings without spares pool investment.
- Because this is a repair service, your device serial numbers will not change, simplifying device tracking.
- Includes a two-day return transit time, so you'll have your device back within a week.
- Five business day service option with ground return transit also available.

Honeywell Mobility, Print & Specialty Products

Take advantage of our **two business day depot service option**.

- Honeywell delivers expedited depot turnaround time with its two business day depot service option.
- Two business day service option includes a two-day return transit time, so you'll have your device back within a week
- Five business day service option with ground return transit also available.

Advanced Exchange Service: Your Equipment "On Demand"

For **overnight replacement** of your Honeywell device, upgrade to our Advanced Exchange Service.

- Customer-owned, Honeywell-managed inventory ready for overnight shipment when you need it.
- Ship the damaged device to us; we'll repair it and add it to your Honeywell-managed inventory to replace the device we shipped.

Depot Service At a Glance

	WARRANTY	WEAR AND TEAR	LIMITED COMPREHENSIVE	FULL COMPREHENSIVE
Device Replacement	N	N	N	Y
Accidental Damage	N	N	Y	Y
Wear	N	Y	Y	Y
Hardware Defect	Y	Y	Y	Y
Turn Around Time	15 Days*	2 & 5 days	1, 2 & 5 days**	1, 2 & 5 days**
Duration	1 year	1, 3 & 5 Years	3 & 5 Years	3 & 5 Years

* Not guaranteed

** 1 day turn on select scanners

About Honeywell

Honeywell Scanning & Mobility (HSM) is a leading manufacturer of high-performance image- and laser-based data collection hardware, including rugged mobile computers and bar code scanners, radio frequency identification solutions, voice-enabled workflow and printing solutions. With the broadest product portfolio in the automatic identification and data collection industry, HSM provides data collection hardware for retail, healthcare, distribution centers, direct store delivery, field service and transportation and logistics companies seeking to improve operations and enhance customer service. Additionally, HSM provides advanced software, service and professional solutions that help customers effectively manage data and assets. HSM products are sold worldwide through a network of distributor and reseller partners.

For more information on Honeywell Scanning & Mobility,
please visit www.honeywellaidc.com.

For more information:

www.honeywellaidc.com

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The Honeywell logo, consisting of the word "Honeywell" in a bold, red, sans-serif font.

Service Description

Full Comprehensive 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 Full Comprehensive service is a premium return-to-depot repair service with a choice of turnaround times that cover hardware failure and accidental damage.

Service Overview:

HSM provides this repair service for its branded hardware products for a period of 3 or 5 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 Products for up to 3 years from the production end of build of the model.

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 and go to "Articles";
- Level 1 telephone support from one of our support technicians for troubleshooting assistance of 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;
- 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 or replacement (at HSM's discretion) of faulty Products caused by hardware failure due to reasonable wear and tear or accidental damage sustained to circuit boards, screens, keypads, buttons and housings. Covers labor and expedited repair or replacement of parts;
- Replacement of damaged styluses, battery door covers, screen protectors, hand straps or clips that are *included* with Product sent to the depot for repair;
- Preventative maintenance is performed on the Product at depot, 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.

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 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, deliberate 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.

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 is in the HSM repair depot or logistic 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.*

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 with 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 without limitation should:

- Check the HSM on-line knowledge database for initial diagnosis and support actions;
- If a repair is required, request a RMA number using the process outlined above;
- Return the faulty product to the addressed provided with the RMA HSM in a timely manner;
- Remove any replaceable items (SIM cards, SD cards, batteries etc);
- 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;
- Any other actions that HSM may reasonably request in order to best perform the service.



Additional Information:

- In the event that a Product 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.
- Our goods come with guarantees that cannot be excluded under the Australian and New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. This paragraph is limited by, and to be read subject to, the Limitation of Liability section in Honeywell's Terms and Conditions, unless otherwise expressly prohibited by Consumer Law.

Customized Service Contracts:

- **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 Product due to a parts shortage, the Product 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 Contracts** - 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.