

# 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 30 days of the Product purchase.

This service provides the repair or replacement (at PSS' discretion) of faulty hardware 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, 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 mobility, scanning, and print products caused by hardware failure due to wear and tear or accidental damage sustained to circuit boards, screens, keypads, buttons, housings, mobile printer, print-heads 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;
- Desktop Printers, 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;

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<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.

- Reloading of customer or third-party software, unless optional Image Management coverage has been purchased for device;
- 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 Add-On Device Replacement is purchased for a contract period;
- 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 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:

- 5 business day depot repair providing in-depot repair performed at an PSS repair depot, including return shipping;
- Day 1 is the first business day after the products arrive at PSS repair depot or logistics hub.
- 48-hour response on-site repair (in certain geographies and with additional service support for on-site purchased)
- Providing repair at the customer’s location (Only if On-Site Service Purchased as Add-on);
- 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.

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## 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 <https://honeywell-spsservice.com/>  
*Note: Full details about creating an RMA are included on this website.*
- 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;
  - Return-to Address;
  - Contact Name; and
  - Telephone Number.
- Raise the RMA through the RMA Portal <https://honeywell-spsservice.com/>
- 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 device 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 60-day warranty valid from the date of repair, if the fault is the same as previously raised.

### Honeywell Productivity Solutions and Services

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