

HONEYWELL ENHANCED CARE CONTRACT

Service Made Simple

With an Enhanced Service Contract, users benefit from Honeywell expertise with maintain gas and flame and semiconductor devices. With access to Global Service technicians, customers receive comprehensive coverage for their devices.



Honeywell

HONEYWELL SERVICE MADE SIMPLE ENHANCED CARE CONTRACT

Honeywell Enhanced Care is your partner in safety, offering comprehensive service solutions that can help you to keep your gas and flame detectors and semiconductor devices in optimal condition. By ensuring your equipment's reliability and performance, we help you to safeguard your operations.

Ensure Worker Safety With Proper Service

Maximize the value of your Honeywell solution with service options that boost uptime and can help you minimize unpredictable costs. Service made Simple's Enhanced Care service contract helps you to ensure the performance of your gas and flame detectors and semiconductor devices. This comprehensive service plan includes a variety of support services such as preventive maintenance, parts management virtual user training. By choosing Enhanced Care, you are investing in the longevity and reliability of your Honeywell Gas detectors and semiconductors, which can safeguard your operations and enhance productivity.

Expedited Turnaround

Customers with an Enhanced Care Contract have their Honeywell gas detection equipment repaired with a 3-day turnaround time.

Holistic Approach

Our comprehensive approach includes preventive maintenance to address potential issues before they escalate.

Prepared from the Start

Our field service technicians help to ensure your device is configured, calibrated and properly connected with our start up and commissioning service.

Customizable Approach

Augment your Enhanced Care Service Contract with additional entitlements on-site training, analytical and calibration services, and on-site support.

Additional Support

The Enhanced Contract for Portable Gas Detectors includes a two-year Safety Suite Lite license for bump tests, calibrations, firmware updates, and device configuration.

Virtual Training

Ensure you are prepared for day-to-day handling of your gas and flame detectors and semiconductor devices with virtual training led by expert instructors.



**FIXED GAS & FLAME
DETECTORS**



**PORTABLE GAS
DETECTORS**



SEMICONDUCTOR

Honeywell Enhanced Care Service Made Simple



SERVICE OVERVIEW				
	Service Levels	Total Care	Enhanced Care	Lite Care
ENTITLEMENTS	Lifecycle management	•		
	Consumable replacement	•		
	Software updates, upgrades, and patches	•		
	Spot repairs (including parts)	•		
	Preventative maintenance	•	•	
	Beyond economical repair replacement	•	•	
	Parts management	•	•	
	Sensor replacement	•	•	
	Priority repair and technical support	•	•	
	Global contract support	•	•	
	Start-up and commissioning	•	•	
	Annual site assessment	•	•	•
	Firmware updates	•	•	•
	User training (virtual classroom)	•	•	•
	Expedited turnaround	•	•	•
	Multi-product support discount	•	•	•
	Global contact support	•	•	•
Technical support/help desk	•	•	•	
OPTIONS	Measurement As A Service (MaaS)	•		
	Dedicated on-site support	•		
	On-site training	•	•	
	Installation	•	•	
	Software upgrades	•	•	•
	Software commissioning	•	•	•
	Analytical services	•	•	•
	Calibration services	•	•	•
GENERAL	Contract length – On-site services	4-year	2-year	2-year
	Contact length – Depot services	4-year	4-year	4-year
	Flexible billing options	Yes	Yes	No
	Depot turnaround	3-day	3-day	5-day
	Eligible for renewal	Yes	Yes	Yes

Process Measurement and Control

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