


SERVICE MADE SIMPLE

Service Solutions for
Portable Service Offerings



Honeywell



Ensuring worker safety is always a priority, and it can be challenging to find the right solution that meets the job's requirements. Honeywell Service Made Simple makes it easy to get the support and services you need.

SUPPORT SERVICES DESIGNED TO MEET ALL REQUIREMENTS

Our Service program maximizes the value of the Honeywell solution by providing service options that increase uptime, reduce unpredictable costs, and can provide additional resources that help get projects done on time and on budget.

Finding the right service levels and accreditation to support and maintain safety equipment can be challenging in this ever-changing environment. Service Made Simple addresses these challenges by providing a service platform that supports portable gas detection monitors, instruments, and docks for the Honeywell RAE and BW Product lines.

SERVICE MADE SIMPLE



SERVICE MADE SIMPLE

- Planned service reduces operational downtime and costs by ensuring timely and professional services for your portable devices.
- Our offers are flexible and customizable to suit your specific needs and budget.
- Enhance your device performance and lifespan by letting our service experts keep your devices in optimal condition.
- Service options include maintenance contracts, per incident repair, device calibration and rental devices.

SERVICE CONTRACTS

Service Made Simple provides three service contract options that include varying levels of service depending on your service need.



SERVICE MADE SIMPLE TOTAL CARE

Total Care

- A comprehensive service contract that covers the maintenance and repair of portable gas detectors throughout their lifecycle, ensuring optimal performance and safety
- No fault coverage that repairs or replaces damaged instruments, replacement of out of warranty or damaged sensors, firmware updates with 3-day depot services
- Contract includes a 4 Year License to Safety Suite Deluxe, the Honeywell Software Solution that lets operators gather, examine and report gas detector compliance data
- For disposable devices such as the BW Clip and Icon, the Total Care contract offers accelerated replacement that eliminates delays and added capital expense



SERVICE MADE SIMPLE ENHANCED

Enhanced Care

- A repair service plan to support the portable instrument's hardware, firmware, and consumable parts for 4 years
- Provides preventive maintenance services that ensure the device is functioning properly and meets the safety standards
- Includes a 2 Year License to Safety Suite Deluxe, a device management software solution by Honeywell that enables operators to monitor, evaluate and report gas detector compliance data



SERVICE MADE SIMPLE LITE

Lite Care

- Eliminates hidden costs by providing a 3-day depot repair service that repairs gas detectors that stop working because of normal usage
- Includes firmware updates and upgrades the turnaround time on warranty repairs

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SERVICE OVERVIEW

Service Levels		Total Care	Enhanced Care	Lite Care
ENTITLEMENTS	Lifecycle management	●		
	Consumable replacement	●		
	Software updates, upgrades, and patches	●		
	Safety Suite – Deluxe – 4-year license	●		
	Spot repairs (including parts)	●		
	Preventative maintenance	●	●	
	Beyond economical repair replacement	●	●	
	Parts management	●	●	
	Sensor replacement	●	●	
	Priority repair and technical support	●	●	
	Global contract support	●	●	
	Advanced replacement	●	●	
	Firmware updates	●	●	●
	Safety Suite – Lite – 2-year license	●	●	●
	User training (virtual classroom)	●	●	●
	Expedited turnaround	●	●	●
	Multi-product support discount	●	●	●
	Global contact support	●	●	●
Technical support/help desk	●	●	●	
OPTIONS	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

HONEYWELL SAFETY SUITE DELUXE



Safety Suite Deluxe, available with the Total Care package, is a device management software solution that helps monitor, maintain, and optimize your portable gas detectors.

THE SMART WAY TO MANAGE YOUR SAFETY EQUIPMENT

With Honeywell Safety Suite Deluxe, you can easily configure devices, download data logs, and generate reports and insights. Additionally, Safety Suite Lite is included with the Service Made Simple Enhanced package. With Honeywell Safety Suite Deluxe or Safety Suite Lite and Service Made Simple, you can ensure that your gas detectors are always ready, reliable, and compliant.

Enjoy the convenience and flexibility of our Demand Service Solutions. No hassle, no commitment, just quality Service.

On Demand Repair

Allows users to get their devices up and running quicker than ever before. This service is a single fee that repairs damaged circuitry and displays. Our Service Center will repair, calibrate, and update the firmware on the device within 10 days after receipt of the device.

Device Calibration

A single rate service that calibrates gas detectors. This service includes device calibration and an OEM Calibration Certification.

Rental Service

A short-term solution for users who need additional instruments for turnaround projects or other activities. Our rental program provides our most popular instruments with our unmatched service support to all projects to be done on time and on budget.

Retrofit, Modification and Upgrade Services

Honeywell understands that portable gas detectors are essential for your safety and compliance. We also know that you need to keep your gas detectors updated with the latest technology. That is why we offer two upgrade services for your devices. Our LoRa upgrade service gives your devices a new communication technology that enhances their range, coverage, battery life, and scalability. Our NDIR upgrade service adds an NDIR sensor to your device, which is better at detecting hydrocarbons like carbon dioxide and methane. With these Honeywell upgrade services, you can ensure that your gas detectors are reliable, accurate, and efficient.

Advanced Replacement

Total Care and Service Made Simple Enhanced Contracts offer accelerated replacement for the BW Clip, Clip4, and Icon during the instruments 2-year lifecycle. This cost-effective and reliable solution can help keep your site and your workers safe. Eliminate delays and added capital expenses by upgrading your standard 2-year warranty to the Advanced Replacement Service Level.

HOW TO ORDER

Service Made Simple is sold exclusively through Honeywell Distributors.

To purchase a Service Offering from Honeywell you will need the serial number of the devices covered by the contract.

To rent devices you will need to provide the start and end date of the project. Not all models or configurations may be available.

Process Measurement and Control

2101 CityWest Blvd
Houston, TX 77042
www.honeywell.com

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