

HONEYWELL TOTAL CARE CONTRACT

Service Made Simple

Total Care is our flagship offering that provides assurance by meeting all your service needs. This lifecycle management service is designed to ensure that your devices are performing optimally.



HONEYWELL SERVICE MADE SIMPLE TOTAL CARE CONTRACT

The Honeywell Total Care contracts is a comprehensive support solution to help you in maintaining and repairing your gas, flame and semiconductor devices. This coverage can help you to ensure your equipment stays operational, minimizing downtime and maximizing safety.

Protect the Devices that Make Safe Operations Possible

Planning the service of gas, flame, and semiconductor devices is crucial to ensure their optimal performance and longevity. The Honeywell Total Care Service Contract provides a comprehensive support solution that can help you maintain and repair these vital devices. Regular maintenance through this contract allows the equipment to remain operational when it is most needed. By safeguarding the functionality of these critical devices, Honeywell Total Care helps you to protect the integrity of your operations.

Expedited Turnaround

No-fault coverage includes repairs, instrument replacements, out-of-warranty sensor replacements, and firmware updates with a 3-day turnaround.

Comprehensive Support

The Total Care Solution offers services to keep your device running, such as replacing consumables, spot repairs, and preventive maintenance.

Tailored Solution

This 4-year contract includes on-site services and depot services, based on your device requirements. You can rely on Honeywell to help you support your operational needs.

Access Premium Care

Customize your Total Care Experience with additional entitlements including on-site training, analytical services, calibration services and on-site support

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.

Device Management

Portable gas detectors with a Total Care Contract benefit from a license to Honeywell Safety Suite, a device management software designed to simplify fleet management.



**FIXED GAS & FLAME
DETECTORS**



**PORTABLE GAS
DETECTORS**



SEMICONDUCTOR

Honeywell Total 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 contract 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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