

# **HONEYWELL** **SERVICE MADE** **SIMPLE**



**Honeywell**

# SUPPORT SERVICES

# SERVICES DESIGNED TO

# MEET ALL REQUIREMENTS

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

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

## SERVICE MADE SIMPLE

- Finding the right service levels and accreditation to support and maintain safety equipment can be challenging in this everchanging environment.
- Service Made Simple addresses these issues by providing a service platform that supports portable gas detection monitors, instruments, and docks for RAE and BW product lines.
- Service options include maintenance contracts, per incident repair, device calibration and rental devices.



# SERVICE CONTRACTS

Service Made Simple provides two service contract options with a 4-year term.

## PLATINUM SOLUTION CONTRACT

- A total support solution and a predictable TCO for Honeywell portable gas detectors.
- No Fault Coverage that repairs or replaces damaged instruments, replacement of out of warranty or damaged sensors, firmware updates with a 3-day depot service.
- Easier to be compliant to local rule and regulations by providing two calibrations per year.



## GOLD MAINTENANCE CONTRACT

- Eliminates hidden costs by providing a 5-day depot repair service that repairs gas detectors or docks that stop working because of normal usage.
- Includes firmware updates and upgrades the turnaround time on warranty repairs.

		SERVICE MADE SIMPLE	SERVICE CONTRACTS	
			Gold	Platinum
Coverage	No Fault Coverage			X
	Replacement Skin			X
	Expedited Service			X
	Damaged Sensor Replacement			X
	Out of Warrantry Sensor Replacement			X
	Display Repair or Replace	X	X	X
	Component Repair or Replace	X	X	X
	Wear and Tear	X	X	X
	In Warrantry Sensor Replacement	X	X	X
	Manufacturing Defects	X		
	Firmware Update	X	X	X
	Device Calibration	X	X	X
General Terms	Return Carriage	X	X	X
	Case Management and Escalation	X	X	X
	Level 1 Telephone Support	X	X	X
	Online Support	X	X	X
	Depot Turnaround Time		5-Days	3-Days
	Contract Length		4 Years	4 Years

# ON DEMAND AND RENTAL SERVICE



RAE Lineup



BW Lineup

## FLAT RATE REPAIR

Allows users to get 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 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 along with our unmatched service support to all projects to be done on time and on budget.

## How to Order

Service Made Simple is sold exclusively through Honeywell Distributors.

To purchase Gold or Service Contracts 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 project. Not all models or configurations may be available.

**For more information**

[sps.honeywell.com](https://sps.honeywell.com)

**Honeywell Gas Detection**

800-538-0363

Service Made Simple Brochure  
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**THE  
FUTURE  
IS  
WHAT  
WE  
MAKE IT**

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**Honeywell**