



Honeywell Add-On Services Descriptions

ADD-ON SERVICES DESCRIPTIONS

The following services as solely described herein, are subject to Honeywell Productivity Solutions (Honeywell) and current service contract terms and conditions available at <https://automation.honeywell.com/us/en/support/productivity-solutions/agreements> or customer's active, applicable and separately signed services agreement with Honeywell, as captured in a related quote.

Coverage

Not all levels of service or applicable turnaround times are available in all countries for all Products. For availability and specific options available within your country, please contact your local authorized Honeywell Sales or Services representative.

Supported Products

Eligible Honeywell-branded hardware Products only as listed in Honeywell Product Price Guide.

Add-on services covered in this document:

DEVICE REPLACEMENT	DEPLOYMENT	ON-SITE REPAIRS
BATTERY REFRESH	ADVANCE EXCHANGE	2-DAY TURNAROUND TIME
ACCESSORY REPLACEMENT	HELP DESK	CUTTER REPLACEMENT
PRINthead REFRESH	DEVICE CONFIGURATION	
ANDROID SERVICES	MDM PROFESSIONAL SERVICES	



DEVICE REPLACEMENT

Part numbers SVCREPLACE-XXXX

Service Overview

Device Replacement is an available service contract add-on to an Service Gold Support contract. In general Device Replacement Services provides for the replacement of devices damaged beyond economical repair with a like device in functionality as solely determined by Honeywell.

This service includes:

- Device replacement for devices that are beyond economical repair as solely determined by Honeywell but minimally included.
- catastrophic damage to both the main logic board and the LCD or top housing.
- Honeywell reserves the right to provide a similar product that is either new or refurbished in the same configuration. However, Honeywell provides no guarantee that the unit will have the same serial number.

Turnaround Times

Turnaround time is subject to shipping time and delays if stock is not available locally.

Service Exclusions

Without limitation, this service does not include:

- Honeywell products that are not covered by a valid Honeywell service contract.
- Damage sustained due to negligent abuse by Customer and/or any repair/modification by Customer or any third-party unauthorized party.
- Damage caused by a force majeure event.
- Damage caused by accessories, including but not limited to batteries, media and other products used in relation to Honeywell mobility, scanning and printing products.

Service Limitations

- *Device Replacement is not eligible to be sold with a Basic Agreement (aka Extended Warranty)*
- *Devices that have reached their end of life or are no longer available for purchase on a commercially reasonable basis. Honeywell at its discretion may limit the number of replacement devices if the number of devices requiring replacements or that have been replaced is deemed excessive in Honeywell's reasonable discretion.*



BATTERY REFRESH

Part numbers SVCBATTERY-XXXX

Battery Refresh add-on service provides for one replacement battery per device under designated Honeywell three-year service contracts, or two replacement batteries under designated five-year Honeywell service contracts.

Service Overview

Honeywell provides this optional add-on service to only our Gold Service Contracts. This add-on service is also included in the Honeywell Platinum Service Contract specific to Honeywell mobile computer and mobile printer products. The Battery Replacement Service is only available in the 1, 3 or 5-years contractual service periods.

This ad-on service includes:

- One replacement battery per covered device under a 3-year service contract and a 1-year renewal of the same, if applicable, or two replacement batteries for a 5-year service contract
- Honeywell will provide shipment of replacement batteries to a single customer designated location within the same country as the Device for which battery replacement is applicable. The following time periods are Honeywell recommendations for battery replacement:
 - For a 3-year service contract, battery replacement is recommended at 15–21 months from initial deployment of the related device.
 - For a 5-year contract, the first battery replacement is recommended at 15–21 months from initial deployment of the related device, and the second battery replacement is recommended at 42–48 months from the initial deployment of the related device.
 - Customer has the option of requesting a bulk shipment of up to half or all the batteries due at the recommended battery replacement time period (i.e., 18–24 or 36–48 months), shipped in one shipment to a single delivery point. Honeywell will not ship individual batteries to multiple locations.

Service Exclusions

Without limitation, this service does not include:

- Products not covered by a valid and paid for service contract;
- Recycling or disposal of replaced batteries.

Service Requirements

The following is required to be able to purchase this add on for Honeywell Gold Service Contracts.

- A minimum of 50 devices
- Battery Refresh Add-on will co-terminate with the Service Contract to which it attaches.
- Add-on quantity shall never exceed the Device quantity covered by the Gold Service Contract.

**Lead Time**

Lead time for this service is dependent on volume. Average lead times are 8-12 weeks

Customer Responsibilities

Customer shall:

- Provide shipping address and contact name for batteries; one location per shipment.
- Undertake any other actions that Honeywell may reasonably request to best perform the service.



PRINTHEAD REFRESH

Part numbers SVCPRINTHEAD-XXX

Service Overview

Printhead Refresh is an optional add-on service to the Honeywell Gold Service Contracts and is also available as an add-on service to the Honeywell Platinum Service Contract for Honeywell industrial and desktop printers. The Printhead Refresh Service is available in 1-year, 3-year or 5-year terms.

This Ad-on service includes:

- The replacement of only one 203 dpi or 300 dpi printhead per covered printer device, during the 1-year Service Contract of the printer device.
- 2 replacement 203 dpi or 300 dpi printheads per covered printer device, during the 3-year Service Contract of the printer device,
- 3 replacement 203 dpi or 300 dpi printheads per covered printer device, during the 5-year Service Contract of the printer device
- Bulk shipment of replacement printheads to a single customer location which is within the same country as the printer device(s).
- Customer has the option of requesting a bulk shipment of up to half or all the printheads to a single delivery point in the same country as printer(s) under Service Contract. Honeywell will not ship individual printheads to multiple locations.
- The following time periods are Honeywell recommendations for printhead replacement:
- Honeywell.
 - For a 3-year Gold Service Contracts, printhead replacement is recommended at 15–21 months from initial deployment of printer
 - For a 5-year Gold Service Contracts or Platinum Service Contracts, the first printhead replacement is recommended at 15–21 months from initial deployment of the related printer, and the second printhead replacement is recommended at 42–48 months from the initial deployment of the related printer.

Service Exclusions

Without limitation, this service does not include:

Honeywell products not covered by a valid Honeywell service contract as specified above.

Recycling or disposal of replaced worn or damaged printheads.

Service Requirements

The following is required to be able to purchase this add-on for Gold contracts

- A minimum of 10 printers. Honeywell
- Add-on must co-terminate with Gold Service Contract
- Add-on quantity must equal the unit quantity covered by the Gold Service Contract.

**Lead Time**

Lead time for this service is dependent on volume. Lead time is 2-4 weeks.

Customer Responsibilities

To enable Honeywell to carry out its support obligations, the customer without limitation should:

- Provide shipping address and contact name for printheads – one location per shipment.
- Undertake any other actions that Honeywell may reasonably request to best perform the service.

ACCESSORY REPLACEMENT

Part numbers SVCACC-XXX

Service Overview

Accessory Replacement Service is an add-on service that replaces chargers, docks and scan handles that are damaged or stop working due to reasonable normal wear and tear. Honeywell provides this optional add-on service to Gold Service Contracts and is included in the Platinum Service Solution for Honeywell branded mobility, printing and scanning hardware products. This service is available in 1, 3 or 5-year periods.

This service includes:

- The replacement of damaged chargers, docks, car chargers, scan handles, vehicle mounts, wearable scanners, gloves, charging cables, power cords, USB Cables and Dex Cables that are damaged due to reasonable normal wear and tear as determined by Honeywell in its sole discretion.
- Honeywell reserves the right to provide a similar product that is either new or refurbished that provides the same form, fit or function.
 - Honeywell provides no guarantee that the replacement product unit will have the same serial number
- Honeywell reserves the right to monitor the replacement rate of accessories and may refuse to provide replacement accessories if claims for accessories are deemed excessive based on number of units covered, as determined by Honeywell's sole discretion.

Without limitation, this service does not include:

- Accessories to Honeywell products not covered by a valid Honeywell service contract;
- Lost or stolen accessories;
- Accessory replacement for systematic damage, excessive abuse and damage to accessories that are a result of circumstances not related to the normal course of business and usage, per documented specifications;
- Damage to the accessory that is the result of a force majeure event;
- Batteries, printheads, cutters, Product component parts are not accessories and will not be replaced.

Service Requirements

The following is required to be able to purchase this add-on to Gold Service Contracts for related Products.

- Add-on must co-terminate with Gold Service Contract.
- Add-on Accessories will be applied in a 1 to 1 device to accessory ratio; one replacement accessory per Product device.

Lead Time

Standard lead time is 6-8 weeks; however, reasonable efforts will be made to ship replacement accessories within 5 business days of receipt of the damaged accessory.



Customer Responsibilities

To enable Honeywell to carry out its support obligations, the customer without limitation should:

- Provide shipping address and contact name for accessories
- Undertake any other actions that Honeywell may reasonably request to best perform the service

ON-SITE SERVICE

Part numbers SVCONSITE-XXX

Service Overview

The Honeywell On-Site Service upgrade dispatches an authorized technician to your location to repair Honeywell Industrial and Desktop printers. Honeywell provides this optional add-on service to Gold and Platinum Service Contracts for current Industrial and Desktop printer models. This service is available for 1, 3 or 5-year periods and must be purchased coterminously with applicable printer Service Contracts.

This service includes:

- 24–48-hour repair time (depends on level of Service Contract) which begins upon arrival and as measured during local business hours. This service level shall not be applicable during a Force Majeure event or any other unforeseen event that has impact on parts availability
- Repair or replacement (at Honeywell' discretion) of faulty printing products caused by hardware failure due to wear and tear or accidental damage to circuit boards, print engines, screens, keypads, buttons, housings and other components. Covers labour and expedited repair or replacement of parts.
- If a replacement product is provided, Honeywell reserves the right to provide a similar product that is either new or refurbished in the same configuration. However, Honeywell provides no guarantee that the product will have the same serial number.
- A full functional test of the product.

Without limitation, this service does not include:

- Honeywell Industrial and Desktop printers not covered by a valid Honeywell service contract.
- Any Honeywell Mobile printers.
- Cost of carriage to a Honeywell facility.
- Replacement of damaged cutters unless add-on Cutter Replacement coverage is purchased.
- Replacement of platen rollers for all models excluding PX4ie and PX6ie (customer replaceable).
- Replacement of housings that does not impact the performance of the device.
- Printhead replacement (Customer replaceable; Contact local Honeywell Representative to place sales order for printheads)
- 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.
- Media and pre-printed labels.
- Damage sustained due to negligence or abuse; or repair/modification by a party not authorized by Honeywell.
- 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.

Honeywell

- Devices damaged 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 printers. (NOTE: This exclusion 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
- Printheads, cutters, or batteries purchased separately.
- Recovery of application software after Services have been provided.

Service Requirements

The following is required to be able to purchase this add-on for Platinum or Gold Contracts.

- Add-on must be co-terminate with Service Contract.

Supported Products

Currently shipping Honeywell-branded Industrial and Desktop printer products as defined for eligibility in the current Honeywell Product Price Guide. Not all levels of service or turnaround times are available for all products.

Response Times

Response time for on-site repair is calculated as the time from receipt of Service Request (RMA) in number of hours, excluding weekends and Honeywell holidays. Contracts are available in the following contracted response times:

- 24-hour response on-site repair
Sold Separately as upgrade to Platinum contract.
Honeywell will dispatch a technician within 24 hours to perform repair at the customer's location.
Contact your Reseller or Honeywell Sales Manager to verify coverage for your locations.
- 48-hour response on-site repair
Sold Separately as upgrade to Gold contract.
Honeywell will dispatch a technician within 48 hours to perform repairs at the customer's location;
Contact your Reseller or Honeywell Sales Manager to verify coverage for your locations.

Customer Responsibilities

To enable Honeywell to carry out its support obligations, the customer without limitation should:

- Check the Honeywell online knowledge database for initial diagnosis and support actions.
- Where possible, provide a technically competent person with knowledge of the system and fault to actively assist in troubleshooting and diagnosis.
- Undertake any other actions that Honeywell may reasonably request to best perform the service.
- Maintain the printhead by cleaning with only approved cleaning materials; please refer to the printer manual for cleaning guidelines.

DEVICE DEPLOYMENT

Part numbers SVCHEMDEPLOY

Service Overview

The Device Deployment service provides a streamlined solution for efficiently managing the rollout of Devices across an organization. This service encompasses the planning, configuration, shipping/ or installation of devices, to ensure they are fully operational and integrated into customer environments.

This service includes:

- Device provisioning, staging, configuration, setup, inspection, contents confirmation, and registration.
- Configuration of devices with relevant applications, settings, and security measures, including MDM software enablement and enrollment.
- Pairing and installation of accessories, such as Bluetooth devices, screen protectors, and cases. Kitting services include customer literature, training materials, and documents. Wireless carrier activation and operating system activation.
- Testing of devices, accessories, and peripherals to ensure functionality. Asset tagging and management are also included.
- Creation of custom deployment kits with all necessary hardware, accessories, and documentation.
- Loading and confirming the functionality of relevant applications before deployment.
- A Project Manager may be provided to coordinate all activities of the engagement and provide weekly status reports, as determined in Honeywell's sole discretion

Service Exclusions

Without limitation, this service does not include:

- Device tampering such as "jail breaking", "rooting", unlocking, or any other activities intended to circumvent carrier or OEM restrictions.
Deployment execution for less than 100 device units.
- Project Managers for deployments of less than 100 units.
- Honeywell provisioning of access to internal experts, purchase required applications and devices, name a Project Manager, provide a list of names and contact information, sign-off on go-live readiness, and provide existing inventory information if required.
- Guaranteed availability of kit items, on-time delivery by vendors, configuration timing, and size of deployment. Honeywell will not provide Deployment Services outside normal and local business hours.
- Payments for customs, duty, tariffs and taxes for international shipments; which shall be paid by Customer as a Surcharge to Service provided.

ADVANCED EXCHANGE

Part numbers SVCHEMAE-XXX

Service Overview

Advance Exchange add-on Service optimizes uptime by utilizing a rapid deployment pool of spare products, ensuring customers receive a functioning product by the next business day. Honeywell offers a comprehensive Advanced Exchange service designed to ensure that mobile devices are quickly replaced in the event of loss, theft, or malfunction. This service aims to minimize downtime and maintain productivity by providing a seamless and efficient device replacement process.

This service includes Honeywell:

- Providing and maintaining a pool of spare devices to ensure replacements are readily available when needed.
 - Managing inventory levels and ensuring spare devices are properly configured and ready for deployment.
 - Working closely with clients to forecast demand and adjust the spare pool size accordingly.
 - Providing overnight replacement of lost, stolen, or inoperable devices to minimize downtime.
 - Shipping the replacement device directly to the end-user's location.
 - Using reliable shipping partners to guarantee timely delivery and providing tracking information.
 - Facilitating the return of existing devices, including triage, inspection, and restoration.
 - Returning devices to inventory or sending repair or replacement.
- Replacing devices, provided request for replacements is received by 2:00 PM ET, to enable same day shipping for arrival the following business day

Service Requirements:

- Spare pool execution requires a minimum of 5% of total device fleet
- Spare units are purchased by the customer and can be loaded with appropriate applications or software.
- Honeywell may require a spare pool volume based on unit type, unit dispersion, and customer use case.

Customer Responsibilities:

- Returning units to Honeywell in a timely manner and backing up any data stored on the device prior to return.
- Cost of shipping the return device to Honeywell
- Removing all customer-replaceable accessories and returning units as they fail.
- Maintaining the Spare Pool volume to allow for a 5-day minimum turnaround to repair returned units.
- The customer is responsible for shipping costs of the initial spare pool inventory to Honeywell



Service Limitations

Without limitation, this service does not include:

Honeywell products not covered by a valid Honeywell service contract, cost of carriage to a Honeywell repair facility, and cosmetic variations of units in the Spares Pool. Honeywell is not responsible for any shipping delays caused by shipping carriers.

DEVICE CONFIGURATION

Part numbers SVCHEMCONFIG-XXX

Service Overview

The Device Configuration Service enables efficient device setup and device management within an organization. This service is designed to ensure that devices are configured according to specific organizational requirements and IT standards, thereby enhancing operational efficiency and security

This Service Includes

- Loading of customer-provided software image
- Device configuration
 - Application loading and confirmation to ensure devices are ready for use out of the box.
 - Settings management to optimize devices for corporate use.
 - Quality assurance, including testing of devices, accessories, and peripherals, as well as asset tagging and management.

Turnaround Times

This service will not add extra time to the applicable contracted repair or replace turnaround.

Service Limitations

- A minimum requirement of 100 device units, which may be waived at Honeywell's discretion.
- Honeywell reserves the right to charge additional fees to ensure compliance with specific industry regulations.
- Customer's image size is limited to 500MB; images above 500MB are subject to additional fees as determined in Honeywell's sole discretion.
- A device provided by Customer is required to enable customer approval of image load

Customer Responsibilities

- Supply the Honeywell Solutions Architect or Honeywell Reseller with files to load on devices, including any custom settings, along with a device for customer approval.
- Provide timely updates of any changes to the image and a device for approval.
- Back up any data stored on the device prior to return – Honeywell is not responsible for lost data.
- Check the Honeywell online knowledge database for initial diagnosis and support actions.
- Provide a technically competent person with knowledge of the system and fault to assist in troubleshooting and diagnosis.
- Undertake any other actions that Honeywell may reasonably request to fulfill the support obligations.

HELP DESK

Part numbers SVCHEMHELPDESK-XXX

Service Overview

The Help Desk service provides users with technical support and assistance for a range of issues related to hardware, software, and network systems. This service acts as a single point of contact for users experiencing problems, with a team of knowledgeable technicians available to troubleshoot and resolve issues promptly.

This service includes:

- Autonomous and integrated customized support for all clients' end users.
- Option for clients to have Honeywell act as their internal Help Desk team, branded as Honeywell Mobility Support.
- In-depth call center training and quality assurance to ensure Technical Support Specialists understand specific client needs and provide superior customer service.
- Multi-lingual support
- Support currently available in English, Spanish, and French, with additional language support possibly available as requested by customers.
- Multi-tiered support structure to drive faster resolution.
- Comprehensive reporting on Help Desk performance, including metrics such as Average Handle Time (AHT), Hold Times, Abandonment Rate, SLA Performance, and Email/Voicemail Response SLA.
- Monthly reports providing visibility into Handle Time Distribution, Time to Answer/Hang-up, and Speed to Answer metrics.

Service Limitations

- Customer is responsible for providing Honeywell with training (live and/or online) and training materials for any Customer supported LOB applications.
- Customer must notify Honeywell of any outages that may impact Honeywell's ability to deliver Support Services.
- Customer must notify Honeywell ten (10) business days in advance of any changes that may impact Honeywell's ability to deliver support services.
- Customer is responsible for providing training to Honeywell as required (e.g., if a supported application changes).
- A minimum requirement of 500 device units

MDM MANAGEMENT

Part numbers SVCHEMMDM-XXX

Service Overview

Honeywell offers a comprehensive Mobile Device Management (MDM) Management service designed to ensure that MDM environments are effectively managed, secured, and optimized for corporate use. This service aims to enhance productivity and security by providing seamless MDM management experience.

This Service Includes

- Configuration of the MDM environment with relevant settings and policies. This includes setting up the hierarchy according to the client's needs, ongoing administration and support of the MDM environment, and managing device configuration profiles, usage policies, data loss prevention, mobile app deployments, user account management, administrator access, certificate management, and software upgrade management for on-premise components.
- Honeywell conducts rigorous testing and quality assurance processes to ensure that the MDM environment is fully functional and optimized for corporate use. This includes regular audits and assessments to identify and address any issues.
- Management of security policies, including data encryption, access controls, and compliance with industry standards and regulations.
- Reporting and analytics on the performance and status of the MDM environment. This includes metrics on device compliance, security incidents, and usage patterns.
- Training and documentation to ensure that clients are fully equipped to manage their MDM environment. This includes user guides, best practices, and ongoing support to address any questions or issues.

Service Limitations

- **Service Hours:** Honeywell will provide Device Management Administration Services from 8:00 AM to 5:00 PM ET, Monday to Friday, excluding weekends, Honeywell and public holidays.
- Honeywell will respond to change requests within five (5) business days, and within eight (8) business hours during working business day; depending upon the time in which the request is received, this service level may resume the next business days
- Honeywell will perform a maximum of:
 - One (1) high priority application package deployment per month.
 - One (1) medium priority application package deployment per month.
 - Two (2) low priority application package deployments per month.



Customer Responsibilities: Customer will review, test, and sign-off on any settings, applications, or changes before they are implemented. Customer will also be responsible for testing all applications before supplying Honeywell for distribution and deployment.

Deployment Timeline: Honeywell and the Customer will mutually agree on the deployment timeline for each application deployment, reasonably considering complexity and resources.

CUTTER SERVICE

Part numbers SVCCUTTERX-XXX

Service Overview

Honeywell offers a comprehensive printer cutter replacement service designed to maintain the efficiency and performance of thermal and label printers. This service is essential for businesses that rely on continuous printing operations and require reliable cutting solutions for various applications.

Honeywell provides this optional add-on service to Gold Service Contracts and it is also included in the Platinum Service Solution for Honeywell branded printing products. This service is available for 1, 3 or 5-year periods.

This service includes:

- The replacement of faulty cutters or damaged cutters that fail or are damaged during everyday usage
- Honeywell reserves the right to provide a similar product that is either new or refurbished that provides the same form, fit or function.

Service Exclusions

Without limitation, this service does not include:

- Honeywell products not covered by a valid Honeywell service contract.
- Recycling or disposal of replaced worn or damaged cutters
- Cutter replacement for intentional, negligent damage, excessive abuse and/or damage to accessories that are a result of circumstances not related to the normal course of business and ordinary use.
- Damage to the cutter that is the result of a force majeure event.

Service Requirements

The following is required for this add-on for Gold Contracts.

- Add-on must co-terminate with Gold Service Contract.
- Add-on quantity must be applied in a 1 to 1 device to accessory ratio
- Customer must send faulty cutter to a service location

Lead Time

Standard lead time is 6-8 weeks; however, reasonable efforts will be made to ship replacement accessories within 5 business days of receipt of the damaged cutter.

Customer Responsibilities

To enable Honeywell to carry out its support obligations, the customer without limitation should:

- Provide shipping address and contact name for accessories if different from standard RMA location/contact
- Undertake any other actions that Honeywell may reasonably request to best perform the service



2-DAY TURNAROUND UPLIFT

Part numbers SVC2DAYDEPOT-XXX

Service Overview

Honeywell's 2-Day Turnaround Uplift Service is an enhanced service offering designed to reduce the standard depot repair turnaround time from 5 business days to just 2 business days. This premium service is designed to provide customers with minimal downtime for their critical equipment, enabling swift repair and faster reintegration into operational workflows.

Honeywell provides this optional add-on service to Gold Service Contracts and is included in the Platinum Service for Honeywell branded printing products. This service is available for 1, 3 or 5-year periods

Service Requirements

The following is required to be able to purchase this add-on for Gold Contracts.

- Add-on service must co-terminate with Gold Service Contract
- Add-on quantity must be applied in a 1 to 1 Gold Service Contract ratio with Honeywell Devices.