



PSS Repair Service Descriptions

Honeywell PSS Repair Service Description – Germany Full Maintenance Contract

The following Repair Services is provided subject to Honeywell Productivity Solutions (Honeywell) Service Contract Terms and Conditions available at:

<https://automation.honeywell.com/us/en/support/productivity-solutions/agreements> or customer's applicable separate signed agreement with Honeywell and are applicable to all service repair offerings.

General

Access 24 hours/day, 7 days/week to Honeywell information and support tool – available at <https://sps-support.honeywell.com/s/pss>. Search for your product (e.g., Mobility, Scanners or Printers and search for your product), under the prompt “Choose your Product”.

- Level 1 telephone support from one of our support technicians for troubleshooting assistance for hardware, software and installation issues. Honeywell will use commercially reasonable efforts to keep telephone support for this service available 5 days/week, during normal business hours (8 hours/day) – excluding local and public holidays (Telephone Support Varies by Region. Please consult with your local Honeywell Service Manager for more details).
- Escalation management to provide a single point of contact for incident management, escalation, and status of incidents within the scope of this service.
- Honeywell pays ground freight back to the customer; the customer pays for freight into repair.

Supported products

Honeywell-branded hardware 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.

Coverage

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

Reporting

The customer can assess reporting information via the RMA portal. For Honeywell to provide extended reporting such as SLA performance, fault type and diagnostics etc., the customer will provide end user information at the point of the service contract order creation to enable Honeywell to identify the customers' estate by serial number.



Android Service Maintenance

Devices covered under a service agreement include Android Service Maintenance.

- Allows the user to upgrade their Android version and access patches and maintenance releases on their current version.
- To access updates, user must have their Honeywell Service Contract number.
- Users can access updates and patches at <https://hsmftp.honeywell.com/>
- Honeywell will review and assess all security bulletins released to support legacy Android operating systems.
- Honeywell will make commercially reasonable efforts to provide patches for Android security vulnerabilities identified as Critical and determined by Honeywell to be applicable to the supported Product(s). Security vulnerabilities with lower severity may also be addressed, as applicable.
- If no security update can be provided to neutralize a threat, Honeywell will recommend a solution for addressing the security threat.

Turnaround Times

Turnaround time for return to depot repair is calculated as the number of business days the faulty Product is in the Honeywell repair depot.

The full maintenance contract shows the Turnaround time below:

Full maintenance Support
5-Day Turnaround

Turnaround 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. This turnaround time is not guaranteed and does not include transit times.

FULL MAINTENANCE SUPPORT

Full maintenance Support represents a comprehensive support solution designed to ensure optimal device uptime throughout the entirety of the product's lifecycle. This premium support offering is available for Honeywell-branded mobility, printing, and scanning products. A Full Maintenance service contract must be purchased within 90 days of the Product purchase.

Turnaround Times

- 5-business day depot repair
 - Providing in-depot repair performed at a Honeywell repair depot, including return shipping;
 - Turnaround time begins the first full business day after the Products arrive at the Honeywell repair depot.

Device Coverage

Repair or replacement (at Honeywell's sole discretion) of faulty Products caused by hardware failure due to normal wear and tear or accidental damage to circuit boards, screens, keypads, buttons, housings and other components. Full Maintenance Support covers labor and 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. Honeywell provides no guarantee that the Product unit will have the same serial number;

Replacement of damaged styluses, battery door covers, screen protectors, hand straps or clips that are included with Product when sent to the depot for repair;

A full functional test of the Product before being cleaned, re-packed and dispatched back to the return address supplied by the customer.

Consumable Coverage

Battery refresh

Full Maintenance Support Service provides a battery managed Service per mobile device under a 3-year service contract or a 5-year contract;

- A battery is deemed replaceable once the battery capacity has reached <60%.
- See Battery Refresh Service Description for further information.

Printhead Refresh

Fixed Printers

Full Maintenance Support Service provides 1 replacement printhead per fixed printer under a 3-year service contract or up to 2 printheads for fixed printers covered by a 5-year contract.

Includes printheads 200dpi or 300 dpi only.

Industrial and Desktop printer printhead replacements can be installed by the customer and are obtainable by placing a free-of-charge sales order.

Customers must contact their local Honeywell representative to place the printhead sales order. All printhead replacement units will be shipped in bulk for printers under contract.

Honeywell

Customer may be required to return the failed printhead to their Authorized Honeywell Service Provider, as determined by Honeywell.

Mobile Printers

Full Maintenance Support Service will replace printheads for the duration of the contract; Mobile printer printhead replacement will be managed by a Honeywell Depot or Authorized Honeywell Service Provider

- Customer must return the failed printer to Honeywell Depot or their Authorized Honeywell Service Provider.

Accessory Coverage

Full Maintenance Support Service will replace any faulty or 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 ordinary and normal wear and tear;

- Honeywell reserves the right to provide a similar product that is either new or refurbished in the same configuration;
- Honeywell provides no guarantee that the replaced product unit will have the same serial number;
- See Accessory Service Description for further information.

Service Limitations

This service is subject to the following limitations:

Accessory Replacement

Honeywell reserves the right to monitor the replacement rate of accessories and may refuse to provide replacement accessories in certain cases, in its sole discretion, including but not limited to fraudulent claims, systematic damage, excessive abuse and other events or circumstances not related to the normal course of business;

- Lost or stolen accessories are not covered; Damage to the accessory that is the result of a force majeure event is not covered.

Consumable Refresh

- Battery refresh for mobile devices is determined by the legacy battery being <60% capacity;
- Printhead refresh for fixed printers may not exceed the number of printheads described in this document.

Damage to the printhead, cutter, platen roller are the damage results from negligence, abuse or use of consumables that are outside the normal course of use and operation pursuant to Honeywell's published specifications.

Honeywell

Support Procedures

The following support procedures are applicable to all service repair offerings.

Register on Honeywell's RMA portal - (<https://sps-support.honeywell.com/s/pss/pss-rma>)

To request a Service Repair, you will need the following details:

- Product Part;
- Serial Number;
- Fault Description;
- Return-to Address;
- Contact Name;
- Telephone Number.

To request printhead or battery refresh, please contact your local Honeywell representative or Customer Service to place the free-of-charge sales order on your behalf. Printheads and batteries for all printers under contract will then be shipped to your site address.

To request all other consumables, you will need the following details to complete an RMA:

- At least one Serial Number of the mobile computer(s) covered under the contract;
- Contract Number (if available);
- Return-to Address;
- Contact Name;
- Telephone Number.
- Once you have completed the RMA request, you will be issued an RMA number and the address to return the faulty device(s) to.
- Please print the shipping document and return your Product to the address detailed on the RMA, ensuring a copy of the RMA shipping document is clearly visible.

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;
- If a repair is required, request an RMA number using the process for your region/country
- Return the faulty Product to the address provided with the RMA in a timely manner;
- Remove any replaceable items (SIM cards, SD cards, batteries, etc.);
- Back up any data stored on the Product prior to return – Honeywell is not responsible for lost data;
- Where possible, provide a technically competent person with knowledge of the system and fault to actively assist in troubleshooting and diagnosis;
- Acknowledge that they are responsible for recovering their own application software after any such services have been provided;
- 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;
- Preserve battery life by properly charging and maintaining the batteries; refer to the device manual for guidelines.

Service

Exclusions

Without limitation, this service does not include:

- Cost of carriage to a Honeywell facility;
- Printhead replacement due to wear/use/abuse, or outside of printhead warranty period;
- Customer replaceable spare parts including, but not limited to: cutter assemblies, media, pre-printed labels and batteries outside of the battery warranty period;
- Reloading of customer or third-party software, unless optional Image Management coverage has been purchased for device;
- Product damaged to the extent that the Product serial number is no longer verifiable;
- Product that has been damaged due to inadequate customer-provided transit packaging;
- Damage sustained due to negligence or abuse of the Product; or repair/modification by a party not authorized by Honeywell;
- Units damaged by the use of cleaning chemicals such as alcohol, ammonia, bleach or other active ingredients that adversely affect plastics, displays or other components of mobile devices including printers, scanners and computers. (NOTE: This exclusion is not applicable to healthcare devices where the product data sheets allow limited exposure to specified cleaning chemicals.)

Additional Information

- If a Product is received with a fault not covered under the contract terms, Honeywell will provide a repair quotation under the terms of the Honeywell Flat Rate Repair Service;
- All repair work and any parts used are supplied with a 90-day warranty valid from the date of repair.