Honeywell PSS Repair Service Descriptions

The following Repair Services are provided subject to Hand Held Products, Inc. d/b/a 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. Such Honeywell Terms and Conditions apply 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), under the prompt "Choose your Product". For Voice Solution, submit a Voice Support request through the "VOICE AND SOFTWARE SOLUTIONS" login, or self-serve through the Voice Solutions Online Help: https://help.honeywellaidc.com/Content/WFS_Home.htm

Level 1 telephone support from one of our support technicians for troubleshooting assistance for hardware, software and installation issues for Mobility, Scanner, Printer and Voice devices.

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 Representative for more details).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.

© 2026 Honeywell International Inc. All rights reserved.

Android Service Maintenance

Android devices covered under a service agreement include Android Service Maintenance.

- Allows the user to upgrade their major 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 or logistics hub.

Contracts are available in the following contracted turnaround times:

Platinum Support	Gold Support	Basic Support
2-Day Turnaround	5-Day Turnaround	12-15 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.

© 2026 Honeywell International Inc. All rights reserved.

Honeywell

PLATINUM SUPPORT

Platinum 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, scanning and voice products. A Platinum service contract must be purchased within 90 days of the Product purchase.

Turnaround Times

- 2-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 or logistics hub.

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. Platinum 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.
If Honeywell determines in its sole discretion, that a Device submitted as an RMA cannot be repaired in a commercially reasonable manner and time frame, then Honeywell may replace such Device, in its sole discretion, with a device that is either the same model, or of similar functionality. Such replacement device may also be new, refurbished, or remanufactured provided it is in good working order and meets or exceeds the functional specification of the original device to be replaced.
Honeywell reserves the right to inspect, test and investigate any RMA device to determine the cause, nature and extent of any damage, malfunction, or failure, {Customer/Partner} shall fully cooperate with Honeywell during such investigation. If Honeywell determines in its reasonable discretion that an RMA has been damaged beyond ordinary wear and tear, has been subjected to misuse, neglect, or improper or abnormal handling, such return shall be deemed an ineligible RMA and will not be replaced, nor subject to any repair, credit or refund. In such instances, Honeywell will notify {Customer/Partner} of the rejection and will return the device(s) at {Customer's/Partner's} expense.
Consumable Coverage

Battery refresh

Platinum Support Service provides 1 replacement battery per mobile device under a 3-year service contract or up to 2 batteries for mobile devices covered by a 5-year contract;

- Bulk shipment of replacement batteries to a single customer location;

© 2026 Honeywell International Inc. All rights reserved.

- For a 5-year contract the first battery replacement is recommended at 18–24 months from initial deployment of mobile computers, and the second battery replacement is recommended at 36–48 months from the initial deployment;

Customer has the option of requesting a bulk shipment of up to half or all the batteries due at the recommended battery replacement point (i.e., 18–24 or 36–48 months), in one shipment to a single delivery point. Honeywell will not ship individual batteries to multiple locations;

- See Battery Refresh Service Description for further information.

Printhead Refresh

Fixed Printers

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

Mobile Printers

Platinum 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

Platinum 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.

© 2026 Honeywell International Inc. All rights reserved.

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 may not exceed the number of batteries described in this document;
- 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.

© 2026 Honeywell International Inc. All rights reserved.

Honeywell

GOLD SUPPORT

The Honeywell Gold Support contract is a flexible repair service that covers hardware failure, wear and tear, and accidental damage. A Gold Support 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 or logistics hub.

Service Overview

This Support Service provides for the repair or replacement (at Honeywell's sole discretion) of faulty Products
Repair of faulty Products caused by hardware failure due to normal wear and tear or, or accidental damage sustained to circuit boards, screens, keypads, buttons, housings and other components.
Covers labor and expedited repair or replacement of parts;

- Replacement of damaged styluses, battery door covers, screen protectors, hand straps or clips that are shipped with Product 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.

Beyond Economical Repair

Beyond Economical Repair is defined as devices that sustained catastrophic damage to the extent that it is determined in Honeywell's sole discretion, to no longer be reasonable or economical to repair the device. Honeywell at its discretion will determine if a device can be repaired.

© 2026 Honeywell International Inc. All rights reserved.

Honeywell

BASIC SUPPORT

Basic Support is extended warranty, it is a return-to-depot repair service, covering manufacturing defects only.

Turnaround Times

- 12 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 or logistics hub.

Service Overview

This service provides the repair or replacement of hardware Products found to be defective in material or workmanship as determined in Honeywell's sole discretion, and includes:

Repair or replacement of faulty Products caused by hardware failure due to manufacturing defect as determined by Honeywell;

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

Customer is required to pay for freight for shipping a device for repair; Honeywell will pay ground freight back to the customer.

Turnaround Times

Turnaround time begins the first full business day after the Products arrive at the Honeywell repair depot or logistics hub. Warranty repair turnaround time is expected to be 12-15 business days. This turnaround time is not guaranteed and does not include transit times.

© 2026 Honeywell International Inc. All rights reserved.

Support Procedures

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

Product serial numbers must be provided with the purchase of the service agreement. Honeywell may decline service requests for device serial numbers that are not in the customers service agreement.

Serial numbers can be found on your invoice or on the product itself.

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

© 2026 Honeywell International Inc. All rights reserved.

- 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:

- Honeywell products not covered by a valid Honeywell Product Warranty or Basic Repair Service coverage;
- Cost of carriage to a Honeywell facility;
- General wear and tear including replacement of housings for cosmetic purposes, or replacement of missing customer replaceable items – Warranty covers only defects in materials and manufacturing workmanship;
- 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.

© 2026 Honeywell International Inc. All rights reserved.

Contract Renewals

Renewal quotes are typically issued 90 days prior to contract expiration and sent to the designated Distributors / Partners. These quotes are initially offered with the same level of coverage as the previous agreements, where available, or with comparable coverage based on current offerings and lifecycle eligibility.

Conditions

- Renewal period is available for 12 months. If renewal requested is less than 12 months, customer must provide a valid reason to their designated Renewal Representative.
- Platinum coverage is not available for Renewal Contracts. Only Gold coverage is eligible, offering a customizable solution tailored to meet specific customer needs through appropriate Add-Ons.
- If the Initial 3/5 Years Contracts included Gold coverage, upgrading to Platinum coverage is not an option; however, additional Add-Ons can be applied to enhance the coverage.
- Renewal Consolidations: If the customer site has other contracts expiring within the renewal period, contracts should be consolidated into one co-terminus renewal quotation with items pro-rated accordingly.
- Replacement Add-on is no longer eligible for the contracts expired more than 6 months ago and not renewed on time or for End-ofLife devices.
- Partners have the right to purchase renewals from the Distributor of their choice therefore a partner may ask an alternate distributor for a quote. In such cases, we will provide the alternate distributor a copy of the list price quote, if we have confirmation that the request is coming from the original partner from the expiring contract.
- PE`s/PR`s do not apply to Renewal quotes, unless there is a specific renewal SKU listed on the PE quote.
- The contracts that have not been renewed for more than 3 months will be subject to an additional Post-Sale price uplift, as detailed below.

Past-due Renewals

Service renewals initiated after more than 90 days from previous contract expiration date, may be subject to a service continuity contract uplift.

- If more than 3 months have elapsed from the previous contract expiration date, service continuity contract uplift of 5% may be implemented.
- If more than 6 months have elapsed from the previous contract expiration date, service continuity contract uplift of 10% may be implemented.
- If more than 12 months have elapsed from the previous contract expiration date, service continuity contract uplift of 15% may be implemented.

© 2026 Honeywell International Inc. All rights reserved.

New Service for devices never added on a contract

Contracts for Day 1 pricing include a grace period of 90 days following the purchase of hardware. Contracts initiated after the expiration of this 90-day period may be subject to a Post Sale contract uplift.

- If more than 6 months have elapsed from the date of purchase, Post Sale contract uplift of 5% may be implemented.
- If more than 12 months have elapsed from the date of purchase, Post Sale contract uplift of 10% may be implemented.
- In the event that more than 24 months have elapsed from the date of purchase, Honeywell shall require proof of the device's condition to verify that the devices are in good working order. The Post Sale uplift shall be contingent upon the assessed condition of the device
- Post Sales Contract has to be activated from an initial contract term of 3 years/5 years, according to the devices lifecycle.
- Honeywell may ask for inspection fee for post-sale requirement.

© 2026 Honeywell International Inc. All rights reserved.