

# SERVICE DESCRIPTION

## WARRANTY AND BASIC REPAIR SERVICE

The following service is provided subject to Honeywell Productivity Solutions and Services' ("PSS", formerly known as "Honeywell Safety and Productivity Solutions" or "HS&PS") current service contract terms and conditions available at <http://www.honeywellaidc.com/working-with-us/agreements> or customer's applicable separate signed agreement with PSS.

**PSS Warranty Repair is a return-to-depot repair service, covering manufacturing defects only, with a 12-15 day expected repair and return process. Basic Repair Service contracts can be purchased to extend this level of coverage for up to 5 years from the initial date of shipment for most scanners, and up to 3 years for most mobile computers and printers.**

### Service Overview

PSS provides this repair service for its branded hardware products ("Products") found to be defective within the applicable Product Warranty period or Basic Repair Service coverage period due to defects in materials or faulty workmanship.

This service provides the repair or replacement (at PSS' discretion) of hardware Products found to be defective in material or workmanship, and includes:

- Access 24 hours/day, 7 days/week to PSS' information and support tool – available at [www.HSMsupportportal.com](http://www.HSMsupportportal.com) and go to "Articles";
- Level 1 telephone support from one of our support technicians for troubleshooting assistance for hardware, software and installation issues. PSS will use commercially reasonable efforts to keep telephone support for this service available 5 days/week, during normal business hours (8 hours/day) – excluding public and local holidays;
- Repair or replacement (at PSS' discretion) of faulty Products caused by hardware failure due to manufacturing defect;
- A full functional test of the Product before being cleaned, re-packed and dispatched back to the return address supplied by the customer;
- The customer pays for freight into repair; PSS pays ground freight back to the customer.

### 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 by 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.

### Service Exclusions

**Without limitation, this service does not include:**

- PSS products not covered by a valid PSS Product Warranty or Basic Repair Service coverage;
- Cost of carriage to an PSS 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 PSS;
- 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.)

## Supported Products

Currently shipping PSS Products defined as eligible in the current PSS Product Price Guide - when Basic Repair Service coverage is purchased at the time of the hardware purchase, or during the manufacturer warranty period. Warranty matrix for the Products available at <https://www.honeywellaidc.com/resources/warranty>.

## Turnaround Times

Turnaround time is calculated as the time the faulty Product is in the PSS 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.

## Country 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 PSS Sales or Services representative.

## Support Procedures

- For 24 x 7 support information, answers to common questions or to request technical support, please visit [www.HSMsupportportal.com](http://www.HSMsupportportal.com) – knowledge database is located under “Articles”;
- To request a Service Repair, (<https://hsm.secure.force.com/thetechsupportall/LoginRMA>) you will need the following details:
  - Product Part Number (generally located in battery well or on the underside of the unit);
  - Serial Number;
  - Fault Description;
  - Return-to Address;
  - Contact Name;
  - Telephone Number.
- Once you have completed the RMA request, you will be issued a RMA number and the address to return the faulty Product(s).
- 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 PSS to carry out its support obligations, the customer without limitation should:

- Check the PSS online knowledge database for initial diagnosis and support actions;
- If a repair is required, request a RMA number using the RMA process outlined above;
- 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.) prior to sending unit in to repair;
- 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 Product manual for guidelines.
- Back up any data stored on the Product prior to return – PSS 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 responsibility for reinstalling your own application software after any services have been provided;
- Undertake any other actions that PSS may reasonably request in order to best perform the service;

## Additional Information

- Faults found to be the result of routine wear or damage are not covered under the standard warranty terms. PSS will provide a repair quotation for these Products under the terms of the PSS Flat Rate Repair Service;
- All repair work and any parts used are supplied with a 90-day warranty valid from the date of repair.

*\*Processes are subject to change – document is for reference only.*

### Honeywell Productivity Solutions and Services

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FUTURE  
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