

# Service Description

## Edge Service – Gold Support

The following services are provided subject to Honeywell Safety and Productivity Solutions' ("HSPS") current service contract terms and conditions available at <http://www.honeywellaidc.com/working-with-us/agreements> or customer's applicable separate signed agreement with HSPS.

**The HSPS Edge Service Gold Support contract is a flexible repair service that covers hardware failure, wear and tear, and accidental damage.**

### Service Overview

HSPS provides this support solution for its branded mobility, printing and scanning products from the initial Product purchase. To take advantage of this coverage, a Gold contract must be purchased within 90 days of the Product purchase.

This service provides the repair or replacement (at HSPS's discretion) of faulty hardware Products and includes:

- Access 24 hours/day, 7 days/week to HSPS's 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 of hardware, software and installation issues. HSPS will use commercially reasonable efforts to keep telephone support for this Service available 5 days/week, 8 hours/day – excluding public and local holidays<sup>1</sup>;
- Case management to help track resolution and escalation of issues;
- Escalation management to provide a single point of contact for incident management, escalation and status of incidents within the scope of this Service;
- Repair of faulty mobility, scanning, and print products caused by hardware failure due to wear and tear 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 *included* 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.

### Service Exclusions

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

- HSPS products not covered by a valid HSPS service contract;
- Cost of carriage to an HSPS facility;
- Printhead replacement due to wear/use/abuse, or outside of printhead warranty period;

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<sup>1</sup> Local Holidays are determined by location of the Honeywell facility providing support. Support for Honeywell products is provided at various locations throughout the globe.

- Replacement of damaged batteries, printheads or accessories, unless optional add-on coverages has been purchased for device;
- Replacement of damaged styluses, battery door covers, screen protectors, hand straps or clips that are *included* with Product sent to the depot for repair;
- 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 (device will be returned “as is” or scrapped in-house at customer’s discretion if repair is not possible);
- 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 chronic negligence, deliberate abuse or repair/modification by an unauthorized party;
- Units under a Gold Service Plan are not eligible for unit replacement due to damage; beyond economic repair; unless optional Device Replacement coverage has been purchased for device;
- 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;
- Replacement of housings for cosmetic purposes only, or replacement of missing customer-replaceable items;
- Devices damaged using 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. 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 or are at least 5 years beyond End of Life announcement, whichever date is earlier;
- Printheads, cutters, platen rollers or batteries purchased separately from the device that are outside of its warranty period.

## Supported Products

Currently shipping HSPS-branded hardware products as defined for eligibility in the current HSPS Product Price Guide. Not all levels of service or turnaround times are available for all products.

## Turnaround Times

Turnaround time for return to depot repair is calculated as the number of business days the faulty Product is in the HSPS repair depot or logistics hub. In transit time and date received are not included in the turn around time calculation.

Turnaround time for onsite repair is calculated as the time from receipt of Service Request (RMA) in number of hours, excluding weekends and HSPS holidays. Contracts are available in the following contracted turnaround times:

- 5 business day depot repair Providing in-depot repair performed at an HSPS repair depot, including return shipping;
- Day 1 is the first business day after the products arrive at HSPS repair depot or logistics hub.
- 48-hour response onsite repair
- Providing repair at the customer’s location;
- Contact your Reseller or HSPS Sales Manager to verify coverage for your locations.

## 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 HSPS 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”;
- For service requests, please visit:
  - <https://hsm.secure.force.com/thetechsupportall/LoginRMA>
  - *Note: Full details about creating an RMA are included on this website.*
- To request a Service Repair, you will need the following details:
  - Product Part Number (generally located in battery well or on underside of unit);
  - Serial Number;
  - Fault Description;
  - Return-to Address;
  - Contact Name; and
  - 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 HSPS to carry out its support obligations, the customer without limitation should:

- Check the HSPS online knowledge database for initial diagnosis and support actions;
- If a repair is required, request an RMA number using the process outlined above;
- Return the faulty product to the address provided with the RMA to HSPS in a timely manner;
- Remove any replaceable items (SIM cards, SD cards, batteries, etc.);
- Back up any data stored on device prior to return – HSPS 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 HSPS may reasonably request to best perform the service.

## Additional Information

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