

SERVICE AGREEMENT BENEFITS AND DELIVERABLES FOR MOBILE PRINTERS, DESKTOP PRINTERS, INDUSTRIAL PRINTERS AND HIGH PERFORMANCE PRINTERS.

SERVICE AGREEMENT FEATURES:

- All service repair requests will cover parts and labour (excluding print heads and batteries).
- Depot services include free preventive maintenance, cleaning and adjustment.
- 2 or 5 business day depot/service center repair turnaround (excludes shipping time from customer to depot/service center).
- Eliminates unexpected charges for ad-hoc repairs.

Refer table below for service deliverables and comparison between service programs.

COMPONENTS/ PARTS	FAULT/FAILURE DESCRIPTION	FULL COMPREHENSIVE	LIMITED COMPREHENSIVE	WEAR & TEAR	STANDARD WARRANTY
Mechanical parts (internal/external)	Failure, loose	✓	✓	✓	✓
Case/covers	Accidental damage (cracked/broken)	✓	✓	✗	✗
	Broken door hinges/covers due to normal wear & tear	✓	✓	✓	✗
Displays/screen	Electronics malfunctioning, dead pixels	✓	✓	✓	✓
Motherboard	Failure	✓	✓	✓	✓
Power supply board	Failure	✓	✓	✓	✓
Entry keypads	Malfunctioning, wear & tear	✓	✓	✓	✓
Platen roller	Defective	✓	✓	✓	✓
	Damaged, scratched, cut	✓	✓	✗	✗
Print head	Failure, scratched, wear & tear	✗	✗	✗	✗
Batteries	Defective				
	Capacity worn out, drainage or degradation during life-span	✗	✗	✗	✗
One-to-one exchange	Beyond economical repair due to accidental damage	✓	✗	✗	✗

** The above table only provides examples of items covered and descriptions of possible failures that may occur under normal working environment and proper handling of devices.*

For more details, please refer to our Honeywell Sales Representatives for terms and conditions of coverage.