

## **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
<b>Mechanical parts (internal/external)</b>	Failure, loose	✓	✓	✓	✓
<b>Case/covers</b>	Accidental damage (cracked/broken)	✓	✓	✗	✗
	Broken door hinges/covers due to normal wear & tear	✓	✓	✓	✗
<b>Displays/screen</b>	Electronics malfunctioning, dead pixels	✓	✓	✓	✓
<b>Motherboard</b>	Failure	✓	✓	✓	✓
<b>Power supply board</b>	Failure	✓	✓	✓	✓
<b>Entry keypads</b>	Malfunctioning, wear & tear	✓	✓	✓	✓
<b>Platen roller</b>	Defective	✓	✓	✓	✓
	Damaged, scratched, cut	✓	✓	✗	✗
<b>Print head</b>	Failure, scratched, wear & tear	✗	✗	✗	✗
<b>Batteries</b>	Defective				
	Capacity worn out, drainage or degradation during life-span	✗	✗	✗	✗
<b>One-to-one exchange</b>	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.