



HONEYWELL REPAIR SERVICES

Workflow Performance Assurance



With Honeywell Repair Services, it's easy to get the level of repair coverage and protection that makes the most sense for your business.

Honeywell repair service programs not only protect your device investment, but also **provide predictable repair costs** for the duration of your agreement. In addition to repairs, with every depot service we also provide required preventative maintenance, install the latest engineering updates and re-load the most up-to-date factory software.

You can take advantage of multiple services programs, including either the **Full Comprehensive Program** or the **Limited Comprehensive Program**, based on the product category and product type (general duty, rugged or specialty) of your devices. Or you may prefer the **Wear & Tear Program** for your Honeywell devices. With each program, you also get comprehensive telephone support and access to the Honeywell Scanning & Mobility online Technical Support Portal for product information.

Ensure business continuity, workflow performance and protection of your technology investments with Honeywell Repair Services — now available in over 70 countries with global pricing and global standards of quality.



Full Comprehensive Program

For Best-In-Class Service

Accidents happen — even under the best operating conditions. And in tough working environments like the warehouse or out in the field, even your rugged devices take a beating every day.

With the Full Comprehensive Program, you get our highest level of protection for critical data-collection and mobile-computing devices, helping you protect your investments and avoid costly operational downtime.

Service Overview

- Comprehensive coverage up to and including device replacement that covers accidental damage, wear and tear, damaged accessories, product defects, failures, and any other damage sustained when the device is used as intended in the work environment. (Coverage for eligible accessories includes damaged styluses, battery door covers, screen protectors, and hand straps or clips when included with equipment for service.)
- Locked-in pricing for coverage with the option of a three- or five-year service agreement. *Note: Full Comprehensive coverage must be purchased within 30 days of hardware purchase.*
- Telephone-based technical support.
- Committed turnaround times for repairs.
- Access to the Honeywell Scanning & Mobility online Technical Support Portal for the latest product and application support information.
- Convenient Online Return Authorization Requests with 24/7 access to online service history reports.
- Depot services include free preventive maintenance, installation of the latest engineering updates and re-loading of the current factory software (or your preferred version).

Full Comprehensive support is available on Honeywell branded hardware products as defined for eligibility in the Honeywell Scanning & Mobility Price Book.



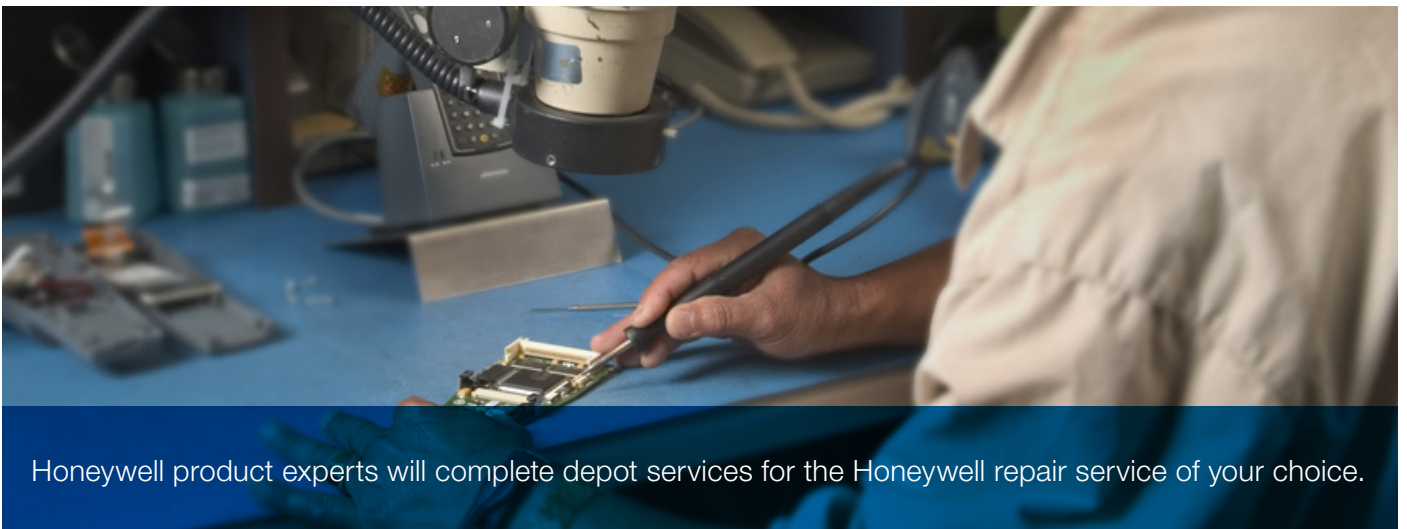
Limited Comprehensive Program

Specialized Coverage for Light Product Handling

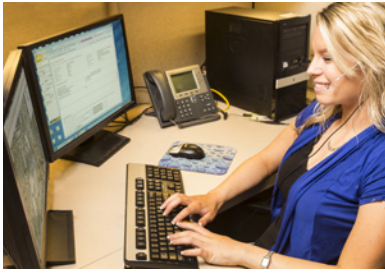
A comprehensive program designed for the unique needs of light product handling solutions. The Limited Comprehensive program provides coverage for accidental damage and hardware failure.

Service Overview

- Comprehensive coverage (excluding device replacement) that covers accidental damage, wear and tear, damaged accessories, product defects, failures, and any other damage sustained when the device is used as intended in the work environment. (Coverage for eligible accessories includes damaged styluses, battery door covers, screen protectors, and hand straps or clips when included with equipment for service.)
- Locked-in pricing for coverage for up to three years from the initial hardware purchase. *Note: Limited Comprehensive coverage must be purchased within 30 days of hardware purchase.*
- Telephone-based technical support.
- Access to the Honeywell Scanning & Mobility online Technical Support Portal for the latest product and application support information.
- Convenient Online Return Authorization Requests with 24/7 access to online service history reports.
- Depot services include free preventive maintenance, installation of the latest engineering updates and re-loading of the current factory software (or your preferred version).



Honeywell product experts will complete depot services for the Honeywell repair service of your choice.



Support Procedures

For 24/7 support information, answers to common questions, or to request technical support, please log in to our Technical Support Portal at www.hsmsupportportal.com and then access the knowledge database located under Articles.

Wear & Tear Program

Economical Repair Alternative

For business environments where accidental damage is unlikely, the Wear & Tear Program protects your devices against manufacturing defects and component-part failures. You'll also benefit from committed turnaround times and the cost savings of locked-in pricing for the length of your agreement.

Service Overview

- Uplifts warranty and provides coverage for reasonable wear and tear and hardware manufacturing defects.
- Locked-in pricing for coverage for up to three years from the initial hardware purchase.
- Telephone-based technical support.
- Access to the Honeywell Scanning & Mobility online Technical Support Portal for the latest product and application support information.
- Online Return Authorization Requests with 24/7 access to online service history reports.
- Depot service includes free preventive maintenance, installation of the latest engineering updates and re-loading of the current factory software (or your preferred version).

Additional Services

Onsite Service for Select Fixed Printers

For Honeywell Scanning & Mobility fixed printers, you can choose from second-business-day or next-business-day on-site repair service options. Preventive maintenance is also available.

Flat Rate Repair

For out-of-warranty devices not covered by a Honeywell Repair Services service contract, our Flat Rate incident repair provides a guaranteed price regardless of repair type. Flat Rate Repair pricing eliminates the need to get estimates and avoids the lengthy approval process associated with time and materials repairs. Turnaround times under this program are 15 days or best effort.

Service for Retired Honeywell Scanning and Mobility Products

Honeywell targets support for a three-year period after product retirement. Honeywell manages part availability or obsolescence to provide product support for as long as commercially feasible.



Our Advanced Exchange Service ensures overnight device replacement.

Convenient Online Return Authorization Requests and Free Return Shipping Included

If you need to return a Honeywell device for service or repair under any Honeywell repair service program, simply request a "Return Authorization" (RA) online. You'll have 24/7 online access to related service reports and information. And return shipping is included at no charge.

Choose the service level that fits your business needs

Ensure your critical data-collection devices are repaired and tested quickly and effectively with your choice of depot services options.

Honeywell Scanning Products

Take advantage of our **one business day depot service option** for your scanning products.

- Realize added savings without spares pool investment.
- Because this is a repair service, your device serial numbers will not change, simplifying device tracking.
- Includes a two-day return transit time, so you'll have your device back within a week.
- Five business day service option with ground return transit also available.

Honeywell Mobility, Print & Specialty Products

Take advantage of our **two business day depot service option**.

- Honeywell delivers expedited depot turnaround time with its two business day depot service option.
- Two business day service option includes a two-day return transit time, so you'll have your device back within a week
- Five business day service option with ground return transit also available.

Advanced Exchange Service: Your Equipment "On Demand"

For **overnight replacement** of your Honeywell device, upgrade to our Advanced Exchange Service.

- Customer-owned, Honeywell-managed inventory ready for overnight shipment when you need it.
- Ship the damaged device to us; we'll repair it and add it to your Honeywell-managed inventory to replace the device we shipped.

Depot Service At a Glance

	WARRANTY	WEAR AND TEAR	LIMITED COMPREHENSIVE	FULL COMPREHENSIVE
Device Replacement	N	N	N	Y
Accidental Damage	N	N	Y	Y
Wear	N	Y	Y	Y
Hardware Defect	Y	Y	Y	Y
Turn Around Time	15 Days*	2 & 5 days	1, 2 & 5 days**	1, 2 & 5 days**
Duration	1 year	1, 3 & 5 Years	3 & 5 Years	3 & 5 Years

* Not guaranteed

** 1 day turn on select scanners

About Honeywell

Honeywell Scanning & Mobility (HSM) is a leading manufacturer of high-performance image- and laser-based data collection hardware, including rugged mobile computers and bar code scanners, radio frequency identification solutions, voice-enabled workflow and printing solutions. With the broadest product portfolio in the automatic identification and data collection industry, HSM provides data collection hardware for retail, healthcare, distribution centers, direct store delivery, field service and transportation and logistics companies seeking to improve operations and enhance customer service. Additionally, HSM provides advanced software, service and professional solutions that help customers effectively manage data and assets. HSM products are sold worldwide through a network of distributor and reseller partners.

For more information on Honeywell Scanning & Mobility, please visit www.honeywellaidc.com.

For more information:

www.honeywellaidc.com

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