

## **SERVICE AGREEMENT BENEFITS AND DELIVERABLES FOR MOBILE COMPUTERS, VEHICLE MOUNT COMPUTERS AND RFID DEVICES.**

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

### **SERVICE AGREEMENT BENEFITS:**

1. Protect your investment by prolonging the operational lifespan and maintaining the optimal performance of your devices.
2. Fixed maintenance cost over the agreement period. Predictability of operational expenses, allowing greater flexibility to plan and budget for your annual service needs.
3. Lock in maintenance cost from day one; inflation-proof.
4. Reduce operational interruption and lost productivity due to device downtime.

### **SERVICE AGREEMENT PROGRAM:**

**COMPLETE** – The highest level of protection will ensure your device has the power it needs to perform at its peak by extending the coverage for all the accessories that power your device should they fail. This includes replacing batteries when they wear out or damaged power adapters.

**PLUS** – Protects against accidental damage, wear and tear, and component failure.

**BASIC** – Uplifts standard warranty and provides coverage for product and hardware manufacturing defects.

*Note: COMPLETE & PLUS service must be purchased within 30 days of hardware purchase.*

DESCRIPTION	STANDARD WARRANTY / BASIC	PLUS	COMPLETE
Battery, cradle, dock, power cable & adaptor replacement			✓
Device replacement for "FC" SKUs		✓	✓
Accidental damages - damaged displays, cracked casing, broken keyboards		✓	✓
Normal wear & tear		✓	✓
Accessories - screen protector, stylus, hand straps, battery covers		✓	✓
2 or 5 days repair turnaround *		✓	✓**
10 to 15 days repair turnaround AVERAGE *	✓		
Manufacturing defects (1 <sup>st</sup> year for Std. Warranty)	✓	✓	✓
Online/phone technical support	✓	✓	✓

*Note: –*

*\* Turnaround time is upon receipt of devices at Honeywell service depot or service center.*

*\*\* Only 5 day TAT available for COMPLETE Service.*