

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

With Honeywell Repair Services (HRS), 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:

**Full Comprehensive\*** – The highest level of protection covering accidental damage, wear and tear, and component failure. *Note: This coverage must be purchased within 30 days of hardware purchase.*

**Limited Comprehensive\*** – Offers repair for wear and tear, and component failure, not including device replacement if beyond economical repair. *Note: Must be purchased within 30 days of hardware purchase.*

**Wear & Tear** – Uplifts warranty and provides coverage for reasonable wear and tear and hardware manufacturing defects.

*\* Products will be offered with either Full Comprehensive or Limited Comprehensive based on durability.*

DESCRIPTION	FULL COMPREHENSIVE	LIMITED COMPREHENSIVE	WEAR & TEAR	STANDARD WARRANTY
Manufacturing defects (first year only)	✓	✓	✓	✓
Normal wear & tear	✓	✓	✓	✗
Accidental damages - damaged displays, cracked casing, broken keyboards	✓	✓	✗	✗
Accessories - screen protector, stylus, hand straps, battery covers	✓	✓	✓	✗
One-to-one device replacement if beyond economical repair	✓	✗	✗	✗
Service repair includes all parts & labour	✓	✓	✓	✗
2 or 5 days repair turnaround *	✓	✓	✓	✗
10 to 15 days repair turnaround *	✗	✗	✗	✓
3 or 5 years coverage plans	✓	✓	✓	✗
Multi-year discount	✓	✓	✓	✗
Spare parts stock in country for contract fulfillment	✓	✓	✓	✗
Priority Support	✓	✓	✓	✗

*\* Note – Turnaround time is upon receipt of devices at Honeywell service depot or service center. It does not include transit/shipping time from customer's site to Honeywell service depot or service center.*