

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, failure	✓	✓	✓	✓
Platen roller	Defective	✓	✓	✓	✓
	Damaged, scratched, cut	✓	✓	✗	✗
Print head	Scratched, wear & tear	✗	✗	✗	✗
Battery	Capacity worn out, drainage or degradation during life-span	✗	✗	✗	✗
One-to-one exchange	Beyond economical repair due to accidental damage	✓	✗	✗	✗
Repair Turnaround Time	2 or 5 business days options	✓	✓	✓	✗
	10 – 15 business days	✗	✗	✗	✓

* 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.