

Safety and Productivity Solutions

Service Description

Edge Service - Platinum Support Contract

The following services are provided subject to Honeywell Safety and Productivity Solutions' ("HSPS") current service contract terms and conditions available at <http://www.honeywellaidc.com/working-with-us/agreements> or customer's applicable separate signed agreement with HSPS.

The HSPS Edge Service Platinum Support Contract is a total support solution for device uptime throughout the product's life.

Service Overview

HSPS provides this support solution for its branded mobility, printing and scanning products from the initial product purchase. HSPS' Platinum Service is a total service solution contract that supports the hardware, accessories, operating system and provides access to Operational Intelligence. To take advantage of this coverage, a Platinum service contract must be purchased within 90 days of the Product purchase.

General

- Access 24 hours/day, 7 days/week to HSPS's information and support tool – available at www.HSMsupportportal.com and go to "Articles";
- Level 1 telephone support from one of our support technicians for troubleshooting assistance of hardware, software and installation issues. HSPS will use commercially reasonable efforts to keep telephone support for this Service available 5 days/week, 8 hours/day – excluding public and local holidays¹;
- Case management to help track resolution and escalation of issues;
- Escalation management to provide a single point of contact for incident management, escalation and status of incidents within the scope of this Service.

Repair of Device

- Repair or replacement (at HSPS's discretion) of faulty mobility, scanning or printing products caused by hardware failure due to wear and tear or accidental damage to circuit boards, screens, keypads, buttons, housings and other components. Covers labour and expedited repair or replacement of parts;
- If a replacement device is provided, HSPS reserves the right to provide a similar product that is either new or refurbished in the same configuration. However, HSPS provides no guarantee that the unit will have the same serial number;
- Replacement of damaged styluses, battery door covers, screen protectors, hand straps or clips that are *included* with Product sent to the depot for repair;
- Replacement of damaged cutters or platen rollers that are included with the product sent to the depot or covered by an on-site agreement;
- A full functional test of the Product before being cleaned, re-packed and dispatched back to the return address supplied by the customer.

Sentinel Service Software Maintenance

- Honeywell will review and assess all security bulletins released by to support legacy Android operating systems;
- Honeywell will make commercially reasonable efforts to provide patches for Android security vulnerabilities identified as Critical and determined by Honeywell to be applicable to the supported product(s). Security vulnerabilities with lower severity may also be addressed, as applicable;
- If no security update can be provided to neutralize a threat, Honeywell will recommend a solution for addressing the security threat.

¹ Local Holidays are determined by location of the Honeywell facility providing support. Support for Honeywell products is provided at various locations throughout the globe.

Operational Intelligence

- Provides licenses for all units covered by Platinum Contract;
- Additional information regarding the capabilities of Operation Intelligence can be found on Honeywellaidc.com.

Consumable Replacement

- Battery Replacement
 - Platinum Service provides 1 replacement batteries per mobile device under a 3-year service contract or up to 2 batteries for mobile devices covered by a 5-year contract;
 - Bulk shipment of replacement batteries to a single customer location;
 - For a 5-year contract the first battery replacement is recommended at 18–24 months from initial deployment of mobile computers, and the second battery replacement is recommended at 36–48 months from the initial deployment;
 - Customer has the option of requesting a bulk shipment of up to half or all the batteries due at the recommended battery replacement point (i.e., 18–24 or 36–48 months), shipped in one shipment to a single delivery point. Honeywell will not ship individual batteries to multiple locations;
 - See Battery Replacement Service Description for further information.
- Printhead Replacement
 - Fixed Printers**
 - Platinum Service provides 1 replacement printhead per fixed printer under a 3-year service contract or up to 2 printheads for fixed printers covered by a 5-year contract;
 - Customer must return the failed printhead to their Authorized Honeywell Service Provider.
 - Mobile Printers**
 - Platinum Service will replace printheads for the duration of the contract;
 - Customer must return the failed printer to their Authorized Honeywell Service Provider.

Accessory Replacement

- Platinum Service will replace any damage to chargers, docks, vehicle adapters or scan handles;
- HSPS reserves the right to provide a similar product that is either new or refurbished in the same configuration;
- HSPS provides no guarantee that the unit will have the same serial number;
- See Accessory Service Description for further information.

Service Exclusions

Without limitation, this service does **not** include:

- HSPS products not covered by a valid HSPS service contract;
- Cost of carriage to an HSPS facility;
- Replacement of housings that does not impact the performance of the device;
- Product that has been damaged due to inadequate Customer-provided transit packaging;
- Reloading of Customer or Third-Party Software, unless optional Image Management coverage has been purchased for device;
- Components that are no longer available for purchase on a commercially reasonable basis (device will be returned “as is” or scrapped in-house at customer’s discretion if repair is not possible);
- Media and pre-printed labels;
- Product damaged to the extent that the Product serial number is no longer verifiable;
- Damage sustained due to chronic negligence, deliberate abuse or repair/modification by an unauthorized party;
- Damage caused by a force majeure event;
- Product damaged by exposure beyond the Product’s specified moisture, wind, dust, pressure, shock, temperature or over-voltage ratings;
- Devices damaged using cleaning chemicals such as alcohol, ammonia, bleach or other active ingredients that adversely affect plastics, displays or other components of mobile devices including printers, scanners and computers.

Exclusion not applicable to healthcare devices where the product data sheets allow limited exposure to specified cleaning chemicals;

- Products that have reached the announced End of Service date or are at least 5 years beyond End of Life announcement, whichever date is earlier;
- Printheads, cutters, platen rollers or batteries purchased separately from the device that are outside of its warranty period.

Service Limitations

This service is subject to the following limitations:

- Accessory Replacement
 - Honeywell reserves the right to monitor the replacement rate of accessories and may refuse to provide replacement accessories in certain cases including but not limited to fraudulent claims, systematic damage, excessive abuse and other events or circumstances not related to the normal course of business;
 - Lost or stolen accessories are not covered;
 - Damage to the accessory that is the result of a force majeure event;
- Consumable Replacement
 - Battery replacement for mobile devices may not exceed the number of batteries described in this document;
 - Printhead replacement for fixed printers may not exceed the number of printheads described in this document;
 - Damage to the printhead, cutter, platen roller ere the damage results from neglect, abuse or use of consumables that are outside Honeywell's published specifications.

Supported Products

Currently shipping HSPS-branded hardware products as defined for eligibility in the current HSPS Product Price Guide. Not all levels of service or turnaround times are available for all products.

Turnaround Times

Turnaround time for return to depot repair is calculated as the number of business days the faulty Product is in the HSPS repair depot or logistics hub. Turnaround time for onsite repair is calculated as the time from receipt of Service Request (RMA) in number of hours, excluding weekends and HSPS holidays. Contracts are available in the following contracted turnaround times:

- 2 business day depot repair
 - Providing in-depot repair performed at an HSPS repair depot, including return shipping;
 - Day 1 is the first business day after the products arrive at HSPS repair depot or logistics hub.
- Advanced Unit Exchange offering a next-business-day replacement
 - Replacement unit shipped from Customer-owned spare pool will ship within 24 hours of request;
 - Must order the Spare Pool Management to be eligible for this service;
 - Returned devices will be repaired and returned to the spare pool within 5 working days;
 - See Advanced Exchange Service Description for more details regarding this optional service.
- 24-hour response onsite repair
 - Sold Separately;
 - Honeywell will dispatch a technician within 24 hours to perform repair at the customer's location;
 - Contact your Reseller or HSPS Sales Manager to verify coverage for your locations.

Country Coverage

Not all levels of service or turnaround times are available in all countries. For availability and specific options available within your country, please contact your local authorized HSPS Sales or Services representative.

Support Procedures

Reproduction in any manner whatsoever without the written permission of Honeywell is strictly forbidden. Honeywell and the Honeywell logo are either trademarks or registered trademarks of Honeywell International Inc. Other trademarks and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. Honeywell disclaims any proprietary interest in trademarks and trade names other than its own

- For 24 x 7 support information, answers to common questions or to request technical support, please visit www.HSMsupportportal.com – knowledge database is located under “Articles”;
- For service requests, please visit: <https://hsm.secure.force.com/thetechsupportall/LoginRMA>
- To request a Service Repair, you will need the following details:
 - Product Part Number (generally located in battery well or on underside of unit);
 - Serial Number;
 - Fault Description;
 - Return-to Address;
 - Contact Name;
 - Telephone Number.
- To request consumables, you will need the following details to complete an RMA:
 - At least one Serial Number of the mobile computer(s) covered under the contract;
 - Product Part Number of the battery/batteries needed (if requesting for more than 1 device)
 - Fault Description – for example, “Battery” if not returning a unit for repair;
 - Notes – Indicate if you require all or half of the batteries covered under the contract shipped at this time – for example, typically a contract will cover 50 or more units. Indicate if you want half (25 units) or more in this shipment;
 - Contract Number (if available);
 - Return-to Address;
 - Contact Name;
 - Telephone Number.
- Once you have completed the RMA request, you will be issued an RMA number and the address to return the faulty device(s) to.
- Please print the shipping document and return your product to the address detailed on the RMA, ensuring a copy of the RMA shipping document is clearly visible.

Customer Responsibilities

To enable HSPS to carry out its support obligations, the customer without limitation should:

- Check the HSPS online knowledge database for initial diagnosis and support actions;
- If a repair is required, request an RMA number using the process outlined above;
- Return the faulty Product to the address provided with the RMA HSPS in a timely manner;
- Remove any replaceable items (SIM cards, SD cards, batteries, etc.);
- Back up any data stored on device prior to return – HSPS is not responsible for lost data;
- Where possible, provide a technically competent person with knowledge of the system and fault to actively assist in troubleshooting and diagnosis;
- Acknowledge that they are responsible for recovering their own application software after any such Services have been provided;
- Undertake any other actions that HSPS may reasonably request to best perform the service;
- Maintain the printhead by cleaning with only approved cleaning materials; please refer to the printer manual for cleaning guidelines;
- Preserve battery life by properly charging and maintaining the batteries; refer to the device manual for guidelines.

Additional Information

- All repair work and any parts used are supplied with a 90-day warranty valid from the date of repair.