

HONEYWELL SERVICES

Scanners

Honeywell Services are a complete solution that provides support for the entire lifecycle of a scanner - from configuration and installation to ongoing support, migration, asset retirement, and recycling.



SERVICE BENEFITS FOR SCANNERS

Whether it's corded, cordless, or hands-free, scanners are instrumental to our daily lives and your business. Don't let scanner downtime hurt your bottom line. Select from three levels of service and a variety of upgrade options to customize a support plan that best fits the needs of your business and budget.

Basic and Gold maintenance service plans cover device technical support with the ability to customize with add-on options. The Platinum Solution plan offers our most comprehensive coverage and includes device and device accessory replacement.

Honeywell will obtain and manage an agreed percentage of spares that will ship within 24-48 hours of replacement request so you never have a lag in productivity.

SERVICE UPGRADE OPTIONS



FULL COMPREHENSIVE UPGRADE

Replaces damaged devices beyond the scope of repair.



DEVICE DEPLOYMENT

Fully configured, secured device are provided for out-of-box using.



HELP DESK

24/7 telephone support for software applications.



BATTERY REFRESH

New batteries provided based on the length of the service contract.

SCANNER SERVICE PLANS

SERVICES	BASIC	GOLD	PLATINUM
Contract Length	1 or 2 Years	3 or 5 Year New/ 1 Year Renewal	3 or 5 Years
Accessory Replacement	–	Can be added to Gold Contracts	✓
Battery Refresh	–		✓
Device Replacement	–		✓
Accidental Damage	–	✓	✓
Wear and Tear	–	✓	✓
Warranty Repair	✓	✓	✓
Technical Support	✓	✓	✓
Depot Turnaround Time (TAT)	15 Days	5 Days ¹	1 Day

MANAGED SERVICES & SOFTWARE*
Device Deployment
Configuration Image Management
Advanced Exchange
24/7/365 Multi-lingual Help Desk Support
Mobile Device Management (MDM/EMM)
Professional Services
Project Management
Recycle and Buyback
Reporting & Analytics

*Sold Separately;
May not be available in all regions.
Check with local Honeywell
Representative for availability.

For more information
automation.honeywell.com

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¹2-day Turnaround Time upgrade available

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