

# HONEYWELL SERVICES

## Mobile Computers

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

### SERVICE BENEFITS FOR MOBILE COMPUTERS

Honeywell mobile computers are used in a wide spectrum of industries and environments that demand durability. Trust Honeywell Services to support your fleet of devices so that you never have a lag in productivity.

#### Support

Honeywell Services supports more than maintenance, it supports the entire lifecycle of the device. Honeywell Services can assist with device deployment, configuration, advance exchange, as well as supporting applications with a 24/7 Help Desk.

#### Maintenance

Select from three levels of service and available add-on options to customize a support plan that best fits the needs of your business and budget. Basic and Gold maintenance service plans cover critical device technical support with the ability to customize with upgrade options. The Platinum Solution plan offers our most comprehensive coverage and includes replacement of device and device accessories, but also consumables such as batteries.

Android operating system coverage is also included in all service levels as a benefit to ensure your devices are operating as productively as possible with the latest updates and patches.



### 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.

# MOBILE COMPUTER 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	–	✓	✓
Android Updates/Patches	✓	✓	✓
Warranty Repair	✓	✓	✓
Technical Support	✓	✓	✓
Depot Turnaround Time (TAT)	15 Days	5 Days <sup>1</sup>	2 Days

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
Telecom Expense Management
Recycle and Buyback
Operational Intelligence
Reporting & Analytics

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

**For more information**  
[automation.honeywell.com](http://automation.honeywell.com)

**Honeywell Industrial Automation**  
855 South Mint Street  
Charlotte, NC 28202  
800-582-4263  
[www.honeywell.com](http://www.honeywell.com)

<sup>1</sup>2-day Turnaround Time upgrade available

