

# HONEYWELL

## US&C PSS SERVICES STARTER PACK

START THE JOURNEY

Honeywell



# INTRODUCTION

At Honeywell, we recognise the critical role our products play in your operations and productivity. This Starter Pack is designed to streamline your experience with our services, providing you with the essential processes, resources, and contacts. Whether you need to raise RMAs, seek technical support, amend contracts, or address general queries, this guide will help you navigate our support system efficiently and effectively.

## Contents:

- [Included in service](#)
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- [Technical support](#)
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# INCLUDED IN SERVICE

SERVICES	BASIC	GOLD	PLATINUM
Contract Length	1 or 2 Years	3 or 5 Years	3 or 5 Years
Operational Intelligence	Can be added to Basic Contracts	Can be added to Gold Contracts	Can be added to Platinum Contracts
Android Service	For the length of the contract	For the length of the contract	For the length of the contract
Spare Pool Management	-	Can be added to Gold Contracts	Can be added to Platinum Contracts
Cutter Replacement	-	Can be added to Gold Contracts	Included
Printhead Replacement	-	Can be added to Gold Contracts	Included
Accessory Replacement	-	Can be added to Gold Contracts	Included
Battery Replacement	-	Can be added to Gold Contracts	Included
Device Replacement	-	Can be added to Gold Contracts	Included
Accidental Damage	-	Included	Included
Component Repair	-	Included	Included
Wear and Tear	-	Included	Included
Warranty Repair	Included	Included	Included
Technical Support	Included	Included	Included
Depot Turnaround Time (TAT)	12 Days	5 Days	2 Days

\*Gold Support Available for 1 Year Contract Renewal

The Proof of Delivery (POD) received from your carrier may reflect the date the package arrived at the local depot, rather than the date it arrived at the repair centre. The actual date the device reached the repair centre is published on the RMA portal as the Doc receipt date.

## NO SUPPORT CONTRACT?

Contact your sales partner or distributor to add a service contract or add-ons up to 6 months after receiving your devices.

### Service add-ons

Please discuss service add-ons with your sales rep as whilst they can be added retrospectively it will require your original contract to be credited and rebilled.

Stock Keeping unit (SKU)

For SKU information please check our pricing catalogue on the Honeywell Partner Portal - [Pricing Catalogue >>](#)



# POST SALES SERVICE RENEWALS

## Service Contract Renewals

- The Honeywell Contract Renewal team is a dedicated department that offers support during the entire contract renewal process.
- Contract Renewal Team will work with you to provide renewal quotes proactively, initiating process with 90 days in advance before contract ends.
- During the service contract renewal process, the dedicated team can assist with inquiries regarding:
  - Device warranty status
  - Service coverage inquiries
  - Service contract pricing
  - Service contract discounts
  - Renewal reports
  - Renewal quotations
  - Service contract copies
  - Gaps in coverage
  - Customer Site closing contract reevaluation

## Q&A

- **Q:** I have multiple contracts with different end dates. Can I consolidate them?
  - **A:** All contracts can be consolidated by having the same location and with a unique end date.
- **Q:** Can I renew my contract prior to its expiration?
  - **A:** 100%. There is no need to delay your renewal purchase until contract expiration. Renewing earlier will grant you access to all support benefits.
- **Q:** I have devices that had no previous coverage, and the warranty expired. Can I add them on the service contract?
  - **A:** If the devices have an expired warranty, we need to make sure that they are in good condition and the units will be covered by a Post Sales contract with a Renewal SKU for 1 year.
- **Q:** Will the price exception/ discount from the initial contract be transmissible on the new renewal offer/agreement?
  - **A:** Price exceptions do not apply to Renewal quotes, unless there is a specific renewal SKU listed on the initial hardware quote.
- **Q:** What if I want to renew a service contract which is already expired?
  - **A:** The contracts that have not been renewed for more than 6 months will be subject to an additional Post-Sale charge.

## Useful Contacts

[HSMServiceContracts@honeywell.com](mailto:HSMServiceContracts@honeywell.com)

# OUT OF BOX FAILURE DEAD ON ARRIVAL

All Sales Out of Box Failure (OBF) / Dead on Arrival (DOA) claims must be reported to our Technical Support team within thirty (30) calendar days after delivery. Using our Technical Support validation procedure, may help fix the product failure, saving customer production down-time.

Our Technical Support Portal is accessible to all customers and has resources to help you troubleshoot and resolve issues you may have with your product, as well as access to our team of technical support professionals.

To access the [Technical Support Portal](#), please visit the Honeywell Support Portal.

To submit your OBF/DOA claim to Customer Support\*, please provide to your:

- Invoice of last point of sale showing the serial number of the product.
- A completed OBF/DOA form, which can be downloaded through the following link here.

The outcome of an approved claim can be the repair of the product, its replacement or a refund via a credit note. If the value of the product exceeds €250, it must be returned to Honeywell for inspection and for its repair, replacement or in its case for a refund via a credit note to be issued upon its receipt. Details of how / where to return OBF/DOA product will be provided by our Customer Support Team.

Contact your [Honeywell Customer Care team](#).

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Please note that claims made after thirty (30) calendar days will be considered a warranty claim pursuant to Honeywell standard [terms and conditions](#) of sale.

*\* Whilst end users can raise the technical support case. The DOA/OBF claim is raised by the partner or distributor*

## STEP 1

Contact Technical Support within thirty (30) calendar days of purchase to report the OBF/DOA claim.

## STEP 2

Submit the OBF/DOA claim to Customer Support and provide:

- Tech Support ID#
- Invoice showing the serial
- Completed OBF/DOA form

## STEP 3

Approved claims result in the repair of the product, it's replacement or a refund via a credit note. If product value > €250, Honeywell request return of product.

### TS case

Distributor

Partner

End user

### DOA claim

Distributor

Partner

End user

# TECHNICAL SUPPORT

Gain instant access to our comprehensive multilingual technical support teams and knowledge base articles via the Honeywell Technical Support Portal.

- **No Registration Required:** Browse our extensive library of knowledge articles without needing to sign up.
- **Multilingual Support:** Access content in 7 different languages via our Language module.
- **Enhanced Features:** Unlock additional features by registering for free.
- **Immediate Access:** Get started right away with instant access upon registration.

## Knowledge Base

- **Search for Solutions:** Use the search function at the top of the page to quickly find remote resolution guidance.
- **Google Search:** Our articles are also indexed on Google. Just search with relevant keywords.
- **Refine Your Search:** Enhance your search results with our recommended techniques. Learn more in this article: [Knowledge base & chatbot search methods.](#)

## Software downloads

Software repositories can be found on the technical support site [here.](#)

## How do I sign up to the Technical Support Portal?

### STEP 1

Visit the [Technical Support Portal >>](#)

### STEP 2

Sign up for an account [here.](#)

### STEP 3

You will receive a verification email.

### STEP 4

Enter the verification code received via email on the portal.

# TECHNICAL SUPPORT LOGGING A CASE

Follow these easy steps to create a support case with our Productivity Products Tech Support team:

- 1. Log In:** Access the TS Portal and log in to your account.
- 2. Select Your Product:** From the Home page, click on the Productivity Products tile.
- 3. Choose Your Product Line:** Click on the relevant product line (e.g., Mobile Computers) for which you want to raise a ticket.
- 4. Contact Support:** On the right side of the screen, click the Contact Support button.
- 5. Fill Out the Form:** Complete the form with the necessary information, considering the questions listed on the page.
- 6. Submit Your Case:** Click Submit to create your ticket. Your case will be assigned to the appropriate team for resolution.

## TRACKING A TECHNICAL SUPPORT CASE

- 1. Log In:** Access the TS Portal and log in to your account.
- 2. My Cases:** Click My Cases at the top of the screen to view all of your open cases.

## EFFECTIVE CASE LOGGING TIP

To help us resolve your issue quickly, please provide all the requested information listed to the left of the logging form. Supplying complete details ensures our technical support team can assist you efficiently.

### Who can log a TS case?

Distributor

Partner

End user

[Support Portal >>](#)



# RMA PORTAL ACCESS

This section covers everything you need to know about accessing our RMA portal. You'll learn who is eligible to sign up, the steps to register, and how to get your account approved to start raising RMAs.

## How to Register:

- Sign in to the [Honeywell Support Portal](#).
- Select [Productivity products](#)
- Select [RMA](#)
- Click **Register to the RMA POTRAL**
- If you do not already have a 'Sold to' account, you will need to sign up [here](#).

## Time Scales

You should receive an email after submitting your application, So please check your junk folder if you do not receive this confirmation.

It normally takes around 48 hours to process your application once it has been picked up but please keep in mind that your application may not be picked up immediately.

If your business has multiple entities that do business with Honeywell, then it may take longer than normal to process your application. The Customer care team may also reach out to you to ensure your RMA portal account gets linked to the correct entity.

If your specific entity does not have a Sold to account, then there will be additional processing required. The customer care team may reach out to you to complete this [form](#).

## Who has access to the RMA Portal?

Distributor	<input checked="" type="checkbox"/>
Partner	<input checked="" type="checkbox"/>
End user	<input type="checkbox"/>

## What if I am an end user?

Please contact your sales partner or distributor who will be able to raise an RMA on your behalf.

# RMA LOGGING

## How to log an RMA:

1. Sign into the RMA portal.
2. Select “**Create**” on the navigation bar.
3. Select “**Change**” under return location and select your desired return address.
4. Select “**Change**” to enter your *Return contact information*.
5. Enter your *internal reference number*.
6. Enter the device *serial number* and click **add**  
(Repeat for all serial numbers)
7. Click **edit** next to each serial number to enter a *fault description* (Repeat for all serial numbers)
8. Review each device before clicking “**Continue**”
9. Click “**print packing slip**”
10. Confirm all *Serial numbers* appear on your packing slip.

## SLA

Turn Around Time measures (TAT) the repair time for your device, starting from its arrival at the repair centre and excluding inbound and outbound transit times.

Note that the Proof of Delivery (POD) from your carrier may reflect the arrival date at the local depot in your country, rather than the repair centre. The actual repair centre arrival date is available on the RMA portal as the Doc receipt date.

SERVICES	TURNAROUND TIME
<b>Basic service and extended warranty</b>	12-15 days (non-SLA)*
<b>Gold service</b>	5 Day SLA*
<b>Platinum service and 2 day add on</b>	2 Day SLA*

*\*Excludes weekends and public holidays*

## Delays

Delays may occur if an RMA is logged incorrectly or if components are out of stock. Stock shortages can be more common for end-of-life device components.

## RMA Logging Tips

### RMA Packing Slip

Include a copy of the RMA slip inside the box and attach another copy to the outside.

### Return Address

Verify the correct return address before printing your RMA slip.

### Serial Number Missing from RMA

Log the RMA against the device model and attach proof of purchase to prevent future issues.

### Non-Contract/Billable Repairs

Raise a PO for billable repairs and attach it to the RMA to avoid processing delays.

### 100 Devices per RMA

Each RMA can include a maximum of 100 devices.

# BER DEVICES

The classification of Beyond Economical Repair (BER) covers devices that Honeywell are unable to repair due to numerous components being damaged or faulty.

Check [here](#) to see if your “**Replacement devices**” are covered on your service contract

Devices returned for repair are inspected for damage. A device is deemed **Beyond Economical Repair (BER)** if three or more major components are damaged or if the serial number is unverifiable.

## How does it work?

If a returned device is found to be BER, and coverage is included in your Honeywell service contract:

- Repair centre informs Honeywell Global Services that a device is BER
- Honeywell Global Services order a replacement device
- This is direct shipped to the end user
- The live contract is updated with the new device serial number

If a returned device is found to be BER, and it is **not** covered in your Honeywell service contract:

- You will be notified by the Honeywell Service Administration team
- It is your choice to have it returned unrepaired or scrapped at our repair centre
- The device is then removed from the contract
- A credit note is issued for the remaining time that is left on the contract for that particular unit.

## Exclusions

Honeywell do not offer a replacement device for units found to be BER if they are covered by:

- Basic service (Warranty)
- Gold service without the “device replacement” add on.
- On-site repair contracts.
- Devices that have reached End of Life (EOL) and are not manufactured.

## Did you know?

If BER is not covered in your service contract, you can avoid delays by specifying whether you prefer the device to be returned unrepaired or scrapped when logging your RMA.

# CUSTOMER CARE US&C SERVICE

Our dedicated team is here to assist you with a range of enquiries. You can reach out to us via [e-mail](#) for any general questions, issues with the RMA portal, or if you need updates beyond what is available on the portal.

We endeavour to respond to all inquiries within 48 hours, providing you with timely and efficient support. Your satisfaction is our priority, and we're here to help every step of the way.

**Key information** that could assist with dealing with your query more efficiently:

- **RMA status update** – RMA number, Copy of POD, Device model and Serial number.
- **RMA portal access** – Business name, Username and a copy of your registration email if applicable.
- **Accessory replacements** – Invoice, Part no, quantity, return address, contact (name, email phone#)

## Did you know?

RMA updates can be found on the RMA portal. Click on the Reports tab to view the status of all your RMAs. If you do not find what you are looking for then our customer care team are happy to assist.

## Effective case logging tips

### Include key details in your subject:

The Customer care team receive hundreds of emails per day with generic subjects such as “Honeywell devices” or “Honeywell contract”. Try to include key information such as an issue description, End user, Contract number, device model and RMA number.

### Avoid duplication:

The Customer care team will endeavour to respond within 48 hours. Once they respond you will notice a case reference has been added to the email subject. Replying to your own email before US&C service has responded will result in a duplicate case being created which could result in key information regarding your case being spread across multiple cases.

## Other useful contacts:

Service contract issues -  
[HSMContractbillingpo@honeywell.com](mailto:HSMContractbillingpo@honeywell.com)  
Service Contract renewals -  
[HSMContractServices@honeywell.com](mailto:HSMContractServices@honeywell.com)

# ORDER MANAGEMENT

This page helps you reach the appropriate contact for orders. Our team is divided into regions and distributors for efficient service.

The Distributor contacts are for distributors only. Partners and customers should use their regional contacts listed below for any inquiries. For order follow-ups or to address issues with existing orders, refer to the appropriate contact details provided.

If you need to place a new order, please contact your designated sales representative. Our team is here to ensure your order process is smooth and efficient.



TEAM	EMAIL
US&C	PSS.Americas@honeywell.com

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

**Honeywell Industrial Automation**  
855 S Mint Street,  
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