

HONEYWELL EDGE SERVICES

Scanners

Edge Services is 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 not only device and device accessory replacement, but also Operational Intelligence.

Honeywell Edge Services also offers spare pool management as a standard option with the Platinum Solution plan and as an upgrade option for Basic and Gold plan levels. 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.



KEY UPGRADE OPTIONS



Full Comprehensive Upgrade

Replaces damaged scanners beyond the scope of repair.



Spare Pool Management

Honeywell manages a customer-owned spare pool. Replacements ship within 48 hours.

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SCANNER SERVICE PLANS

SERVICES	BASIC	GOLD	PLATINUM
Contract Length	1 or 2 Years	3 or 5 Years	3 or 5 Years
Operational Intelligence ¹	Can be added to Basic Contracts	Can be added to Gold Contracts	✓
Spare Pool Management			✓
Accessory Replacement			✓
Battery Replacement			✓
Device Replacement			✓
Accidental Damage	-	✓	✓
Component Repair	-	✓	✓
Wear and Tear	-	✓	✓
Warranty Repair	✓	✓	✓
Technical Support	✓	✓	✓
Depot Turnaround Time (TAT)	15 Days	5 Days ²	1 Day

CONTRACT LEVEL
PLATINUM
SVC(Model)-SP5N
SVC(Model)-SP3N
GOLD
SVC(Model)-SG5N
SVC(Model)-SG3N
BASIC
SVC(Model)-EXW2
SVC(Model)-EXW3

For more information

www.honeywellaidc.com/

Honeywell Productivity Solution and Services

ASEAN HEADQUARTERS

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ANZ HEADQUARTERS

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¹Only includes Performance Professional Module

²2-day TAT upgrade available

PSS SCAN SERVICES FLY LTR EN Rev A-APAC - 01-2021
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