

Service Made Simple

Scanning and Mobility Service Program

Service Made Simple™ is Honeywell's solution for customers who require easy, hassle-free repair service for their hand-held, hands-free and bioptic scanners, as well as mobile computers. Service Made Simple helps customers meet their requirement for devices on the frontline of their businesses to be running at peak performance – all at an affordable cost.

Our full comprehensive coverage gives you the confidence that you've invested in a service platform that you can depend on to get devices fixed and back in the field quickly – simply return your device for full coverage and service.

Available in three or five-year programs, Service Made Simple assures quality repair service, conducted by qualified Honeywell technicians. And just as important, it's fast. Hand-held, hands-free and bioptic products will be serviced in one business day, mobility products will be serviced in three business days, and all will be returned to your site via expedited delivery.

Ordering a Service Made Simple package with your device is easy – there's a package pre-configured for each product we offer, so there's no menu of items to consider. Service Made Simple combines all of the key features of a quality service package into a single product-specific program that's ready to begin on day one of your deployment.



Features

- **Full Comprehensive Coverage:** Devices covered for normal wear and tear or accidental breakage
- **Three or Five-Year Programs:** Devices with a three-year warranty or less begin with a three-year Service Made Simple package, and those with a five-year warranty begin with a five-year package
- **One-Day Turnaround Promise:** Hand-held, hands-free and bioptic devices received will be serviced in one business day (24 hours) and shipped back via expedited delivery
- **Three-Day Turnaround Promise:** Mobile computers received will be serviced in three days and shipped back via expedited delivery
- **Value-Add Maintenance Included:** Devices will receive any pending engineering changes such as firmware upgrades during the repair process at no cost

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Features	Service Made Simple	Standard Warranty	Out-of Scope, Non-Warranty, Non-Contract
Turnaround time - hand-held, hands-free and bioptic	1 day	10 days*	15 days*
Turnaround time - mobile computers	3 days	10 days*	15 days*
Comprehensive coverage	✓		
Repair by Honeywell technicians	✓	✓	✓
Repair of manufacturing defect	✓	✓	✓
Repaired to original factory specifications	✓	✓	✓
Includes all parts and labor cost for covered repairs	✓	✓	
Proactive upgrade of hardware engineering fixes on devices being serviced	✓	✓	
Latest firmware upgrades loaded	✓	✓	
Reload of customer software and configurations	+		
Custom configuration of Honeywell software loaded	+		
Service report with repaired products	✓	✓	✓
Return shipping paid by Honeywell	✓	✓	

* turnaround time is an average, not guaranteed.

+ option available for 100 or more units. Requires an additional fee.

Service Made Simple is available for Standard and Stocking Configurations of the following Honeywell products at time of purchase:

	Standard Contract Duration	Optional Contract Duration
Mobile Computers		
Dolphin 9900 / 95XX / 7900 / 7850 / 7600	3 year	5 year
ScanPal 2, Optimus S / SBT / R / PDA	3 year	5 year
Hand-Held Scanners		
MS1633 FocusBT, 3800i, 3820/3820i, MS5145 Eclipse, MS9535 VoyagerBT	3 year	5 year
MS3780 Fusion, 4820/4820i, 6300/6320DPM	3 year	5 year
MS1690 Focus, 3800g/r, MS9520/40 Voyager, MS9590 VoyagerGS	5 year	
4600g, 4600r, 4800i	5 year	
Hands-Free Scanners		
MS7580 Genensis, MS7600 Horizon, MS7300 In-Vista, IS1650, MS7120/80 Orbit	3 year	5 year
MS7820 Solaris, MS3580 QuantumT, MS4980	3 year	5 year
4800p	5 year	
Bioptic		
MS2400 Stratos, MS2300 StratosH, MS2122 StratosE	3 year	5 year

Programs subject to change. Coverage details may vary slightly depending on regional location. Contact your local sales or service department.

For more information:

www.honeywell.com/aidc

Honeywell Security & Data Collection

Honeywell Scanning & Mobility

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