

Service Made Simple

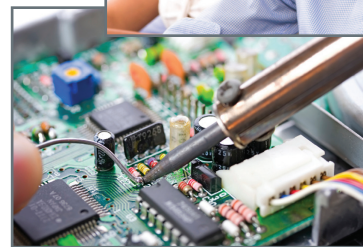
Scanning & Mobility Service Program

Service Made Simple™ is Honeywell's affordable 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 ensure their data capture devices are running at peak performance.

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 and hands-free products will be serviced in one business day, mobility and bioptic 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 and hands-free devices received will be serviced in one business day (24 hours) and shipped back via expedited delivery
- **Three-Day Turnaround Promise:** Mobile computers and bioptic scanners received will be serviced in three days and shipped back via expedited delivery
- **Value-Added Maintenance Included:** Devices will receive any pending engineering changes such as firmware upgrades during the repair process at no cost
- **Additional Value-Added Services Available:** Optional services including advanced exchange, battery maintenance and quarterly reporting can be added to Service Made Simple packages

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| Features | Service Made Simple | Standard Warranty | Out-of Scope, Non-Warranty, Non-Contract |
|---|---------------------|-------------------|--|
| Turnaround time - hand-held and hands-free scanners | 1 day | 10 days* | 15 days* |
| Turnaround time - mobile computers and bioptic scanners | 3 days | 10 days* | 15 days* |
| Repair by Honeywell technicians | ✓ | ✓ | ✓ |
| Manufacturers defects | ✓ | ✓ | |
| Normal wear and tear | ✓ | | |
| Accidental damage | ✓ | | |
| Multi-year discount | ✓ | | |
| Proactive upgrade of hardware engineering fixes on devices being serviced | ✓ | ✓ | |
| Latest firmware upgrades loaded | ✓ | ✓ | |
| Software bug fixes | ✓ | | |
| Telephone support | ✓ | | |
| Advanced exchange** | ✓ | | |
| Battery management** | ✓ | | |
| Quarterly reporting** | ✓ | | |
| Application reloading** | ✓ | | |
| Expedited 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 | | |
| ScanPal 2, OptimusS/SBT | 3 year | 5 year |
| Dolphin 6100/6500/7600/9700/9900/99EX | 3 year | 5 year |
| Hand-Held Scanners | | |
| Eclipse 5145, VoyagerBT 9535, Fusion 3780, 3800i, 3820/3820i | 3 year | 5 year |
| FocusBT 1633, 4820/4820i, Xenon 1902 | 3 year | 5 year |
| Voyager 9520/40, VoyagerGS 9590, 3800g/r, Xenon 1900 | 5 year | |
| Focus 1690, 4600g, 4600r, 4800i, Voyager 1200g, Hyperion 1300g | 5 year | |
| Hands-Free Scanners | | |
| Orbit 7120/80, QuantumT 3580, Solaris 7820, Horizon 7600 | 3 year | 5 year |
| 4980, Genesis 7580 | 3 year | 5 year |
| 4800p | 5 year | |
| Bioptic Scanners | | |
| StratosH 2300, Stratos 2400 | 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.honeywellaidc.com

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