



EDGE SERVICES

SKU Reference Guide - Mobile Computer, Printer, Scanner

Honeywell

MOBILE COMPUTER SERVICE PLANS

SERVICES	BASIC	GOLD	PLATINUM
Contract Length	1 or 2 Years	3 or 5 Years	3 or 5 Years
Spare Pool Management	Can be added to Basic Contracts	Can be added to Gold Contracts	✓
Accessory Replacement	-		✓
Battery Refresh	-		✓
Device Replacement	-		✓
Accidental Damage	-	✓	✓
Component Repair	-	✓	✓
Wear and Tear	-	✓	✓
Android Service	✓	✓	✓
Warranty Repair	✓	✓	✓
Technical Support	✓	✓	✓
Depot Turnaround Time (TAT)	12 - 15 Days	5 Days ¹	2 Days

MANAGED SERVICES & SOFTWARE*

- Operational Intelligence
- Managed Deployment
- MDM Management
 - Installation
 - Configuration
 - Staging and Kitting
- Spare Pool Management
- Project Management
- Image Management
- Help Desk
- Rental Services
- Recycling and Buyback Services

*Sold Separately; may not be available in all regions. Check with local Honeywell representative for availability.

CONTRACT LEVEL	MANAGED SERVICES	UPGRADE SERVICES	
PLATINUM	DEPLOYMENT	ACCESSORY REPLACEMENT	SPARE POOL MANAGEMENT
SVC(Model)-SP5N	HEMDEPLOY-DBMR	SVCACC-MOB3	SVCSPAREMGMT-MOB3
SVC(Model)-SP3N	HEMDEPLOY-DGMR	SVCACC-MOB5	SVCSPAREMGMT-MOB5
GOLD	HEMDEPLOY-DPMR	APPLICATION MANAGEMENT	DEVICE REPLACEMENT
SVC(Model)-SG5N	HELP DESK	SVCIMAGEMGMT-MOB3	SVCREPLACE-MOB3
SVC(Model)-SG3N	HEMHHELPDK-HPM2	SVCIMAGEMGMT-MOB5	SVCREPLACE-MOB5
BASIC	HEMHHELPDK-HPM3	BATTERY REFRESH	
SVC(Model)-EXW2	HEMHHELPDK-HPM5	SVCBATTERY-MOB3	
SVC(Model)-EXW3		SVCBATTERY-MOB5	
		2-DAY TAT	
		SVC2DAYDEPOT-MOB3	
		SVC2DAYDEPOT-MOB5	

1. 2-day TAT upgrade available.

PRINTER SERVICE PLANS

SERVICES	BASIC	GOLD	PLATINUM
Contract Length	1 or 2 Years	3 or 5 Years	3 or 5 Years
Spare Pool Management	Can be added to Basic Contracts	Can be added to Gold Contracts	✓
Cutter Refresh	-		✓
Printhead Refresh	-		✓
Accessory Replacement	-		✓
Battery Refresh	-		✓
Device Replacement	-		✓
Accidental Damage	-	✓	✓
Component Repair	-	✓	✓
Wear and Tear	-	✓	✓
Android Service	✓	✓	✓
Warranty Repair	✓	✓	✓
Technical Support	✓	✓	✓
Depot Turnaround Time (TAT)	12 - 15 Days	5 Days ²	2 Days

MANAGED SERVICES & SOFTWARE*

- Operational Intelligence
- Managed Deployment
 - Installation:
 - Configuration
 - Staging and Kitting
- Project Management
- Spare Pool Management
- Preventative Maintenance
- Recycling and Buyback Services
- Image Management³
 - On-site Service⁴:
 - Platinum: 24-Hour TAT
 - Gold: 48-Hour TAT

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CONTRACT LEVEL	MANAGED SERVICES - MOBILE	UPGRADE SERVICES - FIXED	
PLATINUM	ACCESSORY REPLACEMENT	CUTTER REFRESH	PRINTHEAD REFRESH
SVC(Model)-SP5N	SVCACC-PRN3	SVCCUTTER1-PRN3	SVCPRINTHEAD-PRN3
SVC(Model)-SP3N	SVCACC-PRN5	SVCCUTTER1-PRN5	SVCPRINTHEAD-PRN5
GOLD	BATTERY REFRESH	SVCCUTTER2-PRN3	SPARE POOL MANAGEMENT
SVC(Model)-SG5N	SVCBATTERY-PRN3	SVCCUTTER2-PRN5	SVCSPAREMGMT-PRN3
SVC(Model)-SG3N	SVCBATTERY-PRN5	DEVICE REPLACEMENT	SVCSPAREMGMT-PRN5
BASIC	DEVICE REPLACEMENT	SVCREPLACE-PRN3	PREVENTATIVE MAINTENANCE
SVC(Model)-EXW2	SVCREPLACE-PRN3	SVCREPLACE-PRN5	SVCPREVENTMAINT-PRN3
SVC(Model)-EXW3	SVCREPLACE-PRN5	ON-SITE REPAIRS	SVCPREVENTMAINT-PRN5
	SPARE POOL MANAGEMENT	SVCONSIT-PRN3	2-DAY TAT
	SVCSPAREMGMT-PRN3	SVCONSIT-PRN5	SVC2DAYDEPOT-PRN3
	SVCSPAREMGMT-PRN5		SVC2DAYDEPOT-PRN5
	PREVENTATIVE MAINTENANCE		
	SVCPREVENTMAINT-PRN3		
	SVCPREVENTMAINT-PRN5		
	2-DAY TAT		
	SVC2DAYDEPOT-PRN3		
	SVC2DAYDEPOT-PRN5		

1. Mobile Printer Printhead Replacement included in standard Gold and Platinum contracts

2. 2-day TAT upgrade available

3. Only available for Mobile Printers

4. Only available for select Printers

SCANNER SERVICE PLANS

SERVICES	BASIC	GOLD	PLATINUM
Contract Length	1 or 2 Years	3 or 5 Years	3 or 5 Years
Spare Pool Management	Can be added to Basic Contracts	Can be added to Gold Contracts	✓
Accessory Replacement	-		✓
Battery Refresh	-		✓
Device Replacement	-		✓
Accidental Damage	-	✓	✓
Component Repair	-	✓	✓
Wear and Tear	-	✓	✓
Warranty Repair	✓	✓	✓
Technical Support	✓	✓	✓
Depot Turnaround Time (TAT)	12 - 15 Days	5 Days ¹	2 Days

MANAGED SERVICES & SOFTWARE*

- Operational Intelligence
- Managed Deployment
 - MDM Management
 - Installation
 - Configuration
 - Staging and Kitting
- Project Management
- Spare Pool Management
- Recycling and Buyback Services

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CONTRACT LEVEL	UPGRADE SERVICES
PLATINUM	ACCESSORY REPLACEMENT
SVC(Model)-SP5N	SVCACC-SCN3
SVC(Model)-SP3N	SVCACC-SCN5
GOLD	BATTERY REFRESH
SVC(Model)-SG5N	SVCBATTERY-SCN3
SVC(Model)-SG3N	SVCBATTERY-SCN5
BASIC	SPARE POOL MANAGEMENT
SVC(Model)-EXW2	SVCSPAREMGMT-SCN3
SVC(Model)-EXW3	SVCSPAREMGMT-SCN5
	DEVICE REPLACEMENT
	SVCREPLACE-SCN3
	SVCREPLACE-SCN5
	2-DAY TAT
	SVC2DAYDEPOT-SCN3
	SVC2DAYDEPOT-SCN5

1. 2-day TAT upgrade available

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