



**EDGE SERVICES**

**SKU REFERENCE GUIDE**

Mobile Computer, Printer, Scanner

## MOBILE COMPUTER SERVICE PLANS

SERVICES	BASIC	GOLD	PLATINUM	MANAGED SERVICES*
Contract Length	1 or 2 Years	3 or 5 Years	3 or 5 Years	<b>Managed Deployment</b>
Operational Intelligence <sup>1</sup>	Can be added to Basic Contracts	Can be added to Gold Contracts	✓	- MDM Management
Sentinel Service			✓	- Installation
Spare Pool Management			✓	- Configuration
Accessory Replacement	-		✓	- Staging and Kitting
Battery Replacement	-		✓	<b>Spare Pool Management</b>
Device Replacement	-		✓	<b>Project Management</b>
Accidental Damage	-	✓	✓	<b>Image Management</b>
Component Repair	-	✓	✓	<b>Help Desk</b>
Wear and Tear	-	✓	✓	<b>Rental Services</b>
Warranty Repair	✓	✓	✓	<b>Recycling and Buyback Services</b>
Technical Support	✓	✓	✓	
Depot Turnaround Time (TAT)	15 Days	5 Days <sup>2</sup>	2 Days	

\*Sold Separately; May not be available in all regions.  
Check with local Honeywell Representative for availability.

CONTRACT LEVEL	MANAGED SERVICES	UPGRADE SERVICES
<b>PLATINUM</b>	<b>DEPLOYMENT</b>	<b>ACCESSORY REPLACEMENT</b> <b>SECURITY UPDATES</b>
SVC(Model)-SP5N	HEMDEPLOY-DBMR	SVCACC-MOB3   SVCSENTINEL-MOB1
SVC(Model)-SP3N	HEMDEPLOY-DGMR	SVCACC-MOB5   SVCSENTINEL-MOB2
<b>GOLD</b>	HEMDEPLOY-DPMR	<b>APPLICATION MANAGEMENT</b> <b>SPARE POOL MANAGEMENT</b>
SVC(Model)-SG5N	<b>HELP DESK</b>	SVCIMAGEMGMT-MOB3   SVCSPAREMGMT-MOB3
SVC(Model)-SG3N	HEMHELDPDK-HPM2	SVCIMAGEMGMT-MOB5   SVCSPAREMGMT-MOB5
<b>BASIC</b>	HEMHELDPDK-HPM3	<b>BATTERY REFRESH</b> <b>DEVICE REPLACEMENT</b>
SVC(Model)-EXW2	HEMHELDPDK-HPM5	SVCBATTERY-MOB3   SVCREPLACE-MOB3
SVC(Model)-EXW3	<b>OPERATIONAL INTELLIGENCE</b>	SVCBATTERY-MOB5   SVCREPLACE-MOB5
	PPSW-OPINTEL-RMA36	<b>2-DAY TAT</b>
	PPSW-OPINTEL-RMA60	SVC2DAYDEPOT-MOB3
		SVC2DAYDEPOT-MOB5

<sup>1</sup>Only includes Performance Professional Module

<sup>2</sup>2-day TAT upgrade available

## PRINTER SERVICE PLANS

SERVICES	BASIC	GOLD	PLATINUM	MANAGED SERVICES*
Contract Length	1 or 2 Years	3 or 5 Years	3 or 5 Years	<b>Managed Deployment</b>
Operational Intelligence <sup>1</sup>	Can be added to Basic Contracts	Can be added to Gold Contracts	✓	- Installation
Spare Pool Management			✓	- Configuration
Cutter Replacement	-		✓	- Staging and Kitting
Printhead Replacement <sup>2</sup>	-		✓	<b>Project Management</b>
Accessory Replacement	-		✓	<b>Spare Pool Management</b>
Battery Replacement	-		✓	<b>Preventative Maintenance</b>
Device Replacement	-		✓	<b>Recycling and Buyback Services</b>
Accidental Damage	-	✓	✓	<b>Image Management<sup>4</sup></b>
Component Repair	-	✓	✓	<b>On-site Service<sup>5</sup> :</b>
Wear and Tear	-	✓	✓	<b>Platinum: 24-Hour TAT</b>
Warranty Repair	✓	✓	✓	<b>Gold: 48-Hour TAT</b>
Technical Support	✓	✓	✓	*Sold Separately; May not be available in all regions. Check with local Honeywell Representative for availability.
Depot Turnaround Time (TAT)	15 Days	5 Days <sup>3</sup>	2 Days	

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

<sup>1</sup>Only includes Performance Professional Module

<sup>2</sup>Mobile Printer Printhead Replacement included in standard Gold and Platinum contracts

<sup>3</sup>2-day TAT upgrade available

<sup>4</sup>Only available for Mobile Printers

<sup>5</sup>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
Operational Intelligence <sup>1</sup>	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 <sup>2</sup>	1 Day

MANAGED SERVICES*
<b>Managed Deployment</b>
- MDM Management
- Installation
- Configuration
- Staging and Kitting
<b>Project Management</b>
<b>Spare Pool Management</b>
<b>Recycling and Buyback Services</b>

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Check with local Honeywell Representative for availability.

CONTRACT LEVEL	UPGRADE SERVICES	MANAGED SERVICES
<b>PLATINUM</b>	<b>ACCESSORY REPLACEMENT</b>	<b>OPERATIONAL INTELLIGENCE</b>
SVC(Model)-SP5N	SVCACC-SCN3	PPSW-OPINTEL-RMA36
SVC(Model)-SP3N	SVCACC-SCN5	PPSW-OPINTEL-RMA60
<b>GOLD</b>	<b>BATTERY REFRESH</b>	
SVC(Model)-SG5N	SVCBATTERY-SCN3	
SVC(Model)-SG3N	SVCBATTERY-SCN5	
<b>BASIC</b>	<b>SPARE POOL MANAGEMENT</b>	
SVC(Model)-EXW2	SVCSPAREMGMT-SCN3	
SVC(Model)-EXW3	SVCSPAREMGMT-SCN5	
	<b>DEVICE REPLACEMENT</b>	
	SVCREPLACE-SCN3	
	SVCREPLACE-SCN5	
	<b>2-DAY TAT</b>	
	SVC2DAYDEPOT-SCN3	
	SVC2DAYDEPOT-SCN5	

<sup>1</sup>Only includes Performance Professional Module

<sup>2</sup>2-day TAT upgrade available

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