

WARRANTY CLAIMS PROCESS

Warranty Claims are considered any claims raised outside of **30** calendar days from the last point of sale up to the end of warranty period (varies depending on the product).

All Warranty Claims for **main units** must be reported to our Service Team before Customer Support can proceed, whilst for **accessories** please reach out to our Customer Support team directly and they will be able to further assist you.

To submit your Warranty claim to Customer Support, please:

- Log a case in the RMA portal OR email service team:
 - **Australia and New Zealand (ANZ):** <https://sps-support.honeywell.com/s/pss/pss-rma>
 - **Rest of APAC:** <https://honeywell-spsservice.com/>
- Invoice details from last point of sale
- Serial numbers for warranty validation
- Resolution preferred (replacement or credit as applicable)

The outcome of an approved claim can be the repair of the product for main units, its replacement, or a refund via a credit note. Details of how / where to return Warranty main unit product will be provided by our Customer Support Team.

If you need any further information or assistance, please reach out to your Customer Support Representative or contact our Service team using below relevant email address:

- **Australia and New Zealand (ANZ):** ServicePSSANZ@honeywell.com
- **Rest of APAC:** Service.APAC.HSM@honeywell.com

OUT OF BOX FAILURE DEAD ON ARRIVAL

All Sales Out of Box Failure (OBF) / Dead on Arrival (DOA) claims for main units*, must be reported to our Technical Support team within thirty (30) calendar days after delivery to the last point of sale. Using our Technical Support validation procedure, may help fix the product failure, saving customer production down-time.

**for accessories, please reach out to our Customer Support team and they will be able to further assist you.*

Our Technical Support Portal is accessible to all customers and has resources to help you troubleshoot and resolve issues you may have with your product, as well as access to our team of technical support professionals. To access the Technical Support Portal, please visit <https://sps-support.honeywell.com/s/>. For instructions on how to raise the Technical Support case, please check the next page.

To submit your OBF/DOA claim to Customer Support, please provide:

- The Technical Support Case ID# you will receive if the tech support troubleshooting process is unsuccessful
- Invoice of last point of sale showing the serial number of the product
- A completed OBF/DOA form, which can be found [here](#)

The outcome of an approved claim can be the repair of the product, its replacement or a refund via a credit note. Details of how / where to return OBF/DOA product will be provided by our Customer Support Team.

Please note that claims made after thirty (30) calendar days will be considered a warranty claim pursuant to Honeywell standard terms and conditions of sale, a copy of which can be found in the following link: [IA Terms and Conditions of Sale](#). The regional Service team can be reached directly at below address and will handle all correspondence regarding warranty claims.

Australia and New Zealand (ANZ):

ServicePSSANZ@honeywell.com

Rest of APAC:

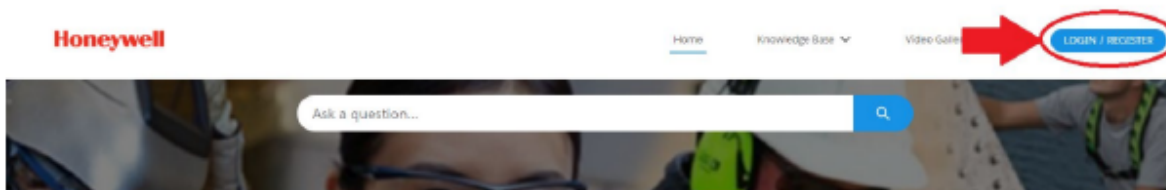
Service.APAC.HSM@Honeywell.com

If you need any further information or assistance, please reach out to your Customer Support Representative or contact Technical Support via our portal.

HOW TO RAISE A TECH SUPPORT CASE WALKTHROUGH

After accessing the site <http://sps-support.honeywell.com/>, to contact Technical Support it's required to either log in (if there is already an existing account) or to create an account* (please see instructions on page 4).

- Tap on the "Login/Register" button shown below.



- Input your account information and log into the platform.
- Click on "PRODUCTIVITY PRODUCTS" button.

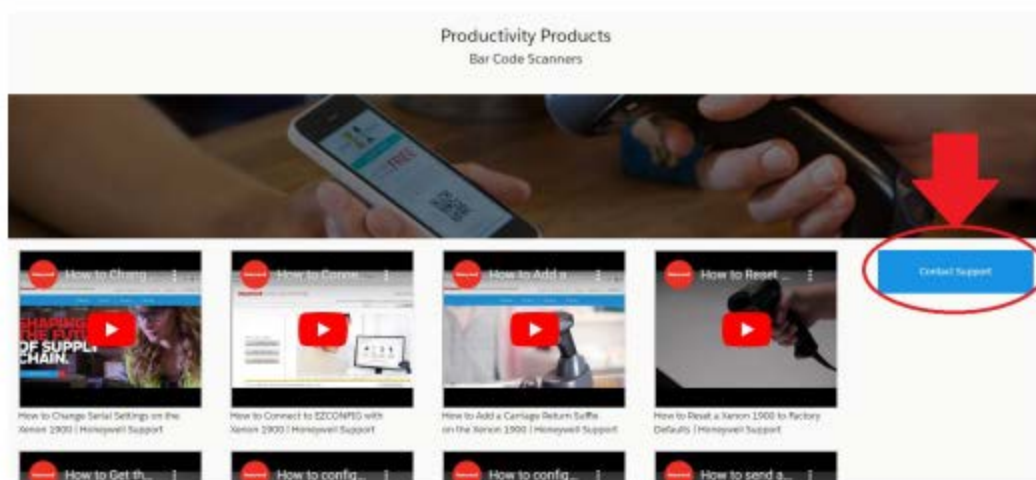


- Select the category that is according to your request: Bar code scanners, mobile computers or printers.



HOW TO RAISE A TECH SUPPORT CASE WALKTHROUGH

- Upon selecting the category, you will be redirected to a new page with different tutorials on how to possibly solve the units problem. In case none of them work/are related to your problem, you can click on “Contact Support” button and fill the form.



- Once the form is filled, please attach the invoice and completed DOA form.

Barcode Scanners
Contact Technical Support

To help us resolve your question or issue more quickly, please include as many answers to the questions below as possible in the description.

1. How many devices do you have and are they all affected by this issue or just a proportion of them – Quantity affected?

2. Is the device newly installed (in operation shorter than 2 weeks), or has it been in service for a longer period?

3. What happened prior to the issue occurring? Please describe detailed steps to reproduce the problem.

4. What is the connection type - USB, RS232 (serial), PS2 keyboard?

5. Is the scanner connected directly to the host? Or does it work wirelessly via a cradle/charge base which is connected to the host?

6. What is the cable part number (read it from the tag)?

7. If data is not being transferred to the host, do you get a positive read beep, or does the scanner not respond at all to the trigger pull (i.e. no beep), or does it hang up?

8. If it is a barcode reading-related issue please attach a sample to the ticket. What is the current output and what is the desired output?

SUBMIT A SUPPORT CASE

* MY PHONE NUMBER:

* MY EMAIL ADDRESS:

* CASE REASON:

~None~

* SUBJECT:

* DESCRIPTION:

RUIT #

SERIAL #

Upload File

SUBMIT

NEED ANSWERS FAST?
FIND WHAT YOU NEED HERE

[EMSA Service Request procedure \(RMA\) procedure](#)
Dec 18, 2022

[Checking status on RMA](#)
Jan 18, 2023

[How to obtain Service \(RMA\) for Honeywell Industrial Automation Technical Support Portal](#)
Aug 3, 2022

[How to submit or create a Technical Support Case in the Honeywell Industrial Automation Technical Support Portal](#)
Jan 23, 2023

[Where can EDCrady for Scanner be downloaded?](#)
Feb 28, 2023

[RMA request: What is the current address for RMA shipment?](#)
Feb 14, 2023

- Your case will be registered and analysed by Tech Support.

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ACCOUNT REGISTRATION WALKTHROUGH

- Fill the form with all the required information.
- Click on "Send Validation Code" button.
- After receiving the validation code via e-mail, you will need to enter the code in "Validation Code" field and click on "Create Account".

Validation Code Sent

You have successfully sent your validation code to your email address. This code is only valid for 15 minutes.



OK

Validation Code

3001533

CREATE ACCOUNT

Account Registration

Enter the details to create your Honeywell ID.

First Name

Jane

Last Name

Doe

Email

is

Password

Confirm Password

☒ I agree and consent to [Honeywell's Terms & Conditions](#)

☒ I have read and understood [Honeywell's Privacy Statement](#)

- On the first log in session, you will need to provide more information according to the form below for the registration to be completed.
- Upon completing the registration, you can proceed with Tech Support case creation as mentioned above.

REGISTRATION

First Name

Jane

Last Name

Doe

Email Address

is

Company Name*

Enter Account Name

Shipping Address*

Enter Shipping Address

City*

Enter City

Zip / Postal Code*

Enter Zip / Postal Code

Country*

— None —

State

Mobile Number*

Enter Phone

Other Information

Enter Other Information