

Hardware/ Material Support Services



Return to Factory Service

Honeywell warrants its material and workmanship free from defects for a period of one (1) year from the date of original shipment to the Integrator. Satisfaction of this warranty is limited to repair or replacement of material that is defective upon arrival or becomes defective under normal use. Defective warranty material must be returned to Honeywell's factory for repair or replacement. At Honeywell's discretion, the material will be repaired and returned or replaced within five (5) business days. If defective warranty material is returned within ninety (90) days of original shipment, it will be replaced with new material. If defective warranty material is returned more than ninety (90) days after shipment, Honeywell will, at its discretion, replace with either new or repaired material.

Freight charges for warranty material are the responsibility of the Integrator.

Repairs

In an effort to improve service and reduce the uncertainties associated with repair costs, Honeywell uses a "flat rate" schedule for repair of our most popular products. This flat rate service includes isolation and repair of all faults, update of the unit where practical to current manufacturing standards, complete test, alignment, and operational (non-cosmetic) quality assurance.

Unless otherwise specified, all repairs will be returned to Integrator at the most current level of firmware or software.

Products repaired or replaced by Honeywell are warranted to be free from defects in material and workmanship for ninety (90) days from date of return shipment, provided that the product is installed and used as specified.

Please contact our Customer Service department for pricing.

Advance Replacement

Customer Service maintains a service stock of most Honeywell products. Subject to availability, we will ship replacement products in accordance with the following schedule:

- Same day: orders received before 1:00 PM Central Time
- Next day: orders received after 1:00 PM Central Time

This service option applies to all warranty and non-warranty repairs outside of the ninety (90) day DOA policy, but does exclude some third-party products. This option allows our Integrators to obtain a refurbished unit prior to returning the defective equipment.

The Integrator must contact Honeywell Customer Service with a purchase order number, the end-user's name, shipping preference, special handling requirements, the type of unit required and a thorough problem description of the defective unit to be returned.

Customer Service will issue an RMA number, which must be clearly marked on the outside box when returning the defective equipment. Advance replacements are shipped with a ninety (90) day warranty effective from the ship date. It is the Integrator's obligation to return defective product to Honeywell within twenty eight (28) calendar days from the shipment date of the replacement product.

Spare Parts

Honeywell Customer Service maintains a limited supply of repaired and refurbished equipment for sale to Integrators. This supply is maintained for the purpose of serving as a source of otherwise discontinued product for older Honeywell access control systems.

Please contact Customer Service for availability and pricing.

Hardware/Material Support Services

On-Site PC & Printer Support

All computer systems purchased from Honeywell include a one year on-site warranty for hardware-related issues. Honeywell guarantees next business day on-site service for any problems brought to our attention prior to 3:00 PM Central Time. Honeywell and/or our vendor will be required to provide troubleshooting assistance over the phone with the Integrator to determine the extent of the problem. A purchase order must be supplied to Honeywell Customer Service during notification of the problem to ensure that any defective or unused repair parts are promptly returned to the vendor. In the event that the parts are not returned to the vendor, the customer will be billed for the unreturned items on the purchase order number. Equipment abuses or power surges will void the warranty.

Standard RMA Services

Materials that are to be returned for any reason to Honeywell require a Return Material Authorization (RMA) number (also referred to as a Return Authorization Credit (RAC) number). Honeywell requires the following from the Integrator prior to issuing an RMA number:

- Model number and serial number of the unit
- If available, the shipment date of the unit (from packing list)
- A new purchase order number
- Symptoms of the defective unit
- Method of shipment
- Type of RMA required (advance replacement, repair/return, return only for credit or DOA)

For more information: www.honeywellaccess.com

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Upon receipt of a Integrator RMA request for either credit or repair of material, Honeywell will either issue an RMA number, or will contact the customer with an explanation for its refusal to issue the RMA, within thirty (30) days of the request date. Unauthorized returns will be refused and returned to the shipper at the Integrator's expense. An RMA number is valid for a period of ninety (90) days from the issue date. After ninety (90) days, the RMA number will be voided. Except for warranty repair claims, an RMA number will not be issued for special order or custom material.

Customer Service Restocking Fee (as of September 2005)

All products returned for credit are subject to a restocking fee as follows:

0-45 Days	15% Restocking Fee
46-90 Days	40% Restocking Fee

1. Returns of any product held over ninety (90) days will not be accepted.
2. All products returned for credit must be in new condition with the original packaging and box.
3. Any and all product not returned with a Return Materials Authorization (RMA) will be refused and returned at customer expense.

Product Warranty Tracking

Most of Honeywell's products have a serial number on the product or circuit board, which often enables us to identify the date of manufacture. If available, please reference this serial number when contacting Honeywell with any questions regarding the warranty status of our products.

Product Warranty Information (as of September 2005)

Product Type	Warranty Period
HID Readers	Lifetime
HID Cards	Lifetime
Omnitek Readers	Lifetime
All Other Products	One Year

Honeywell