

# Warranty, Repair, Service and Returns for Portable Gas Detection Equipment

## Programs Overview

The following Honeywell Analytics' (HA) warranty, service/repair and return programs apply to both BW Technologies by Honeywell and Honeywell portable gas detection product brands. **Portable gas detection equipment users receive full product support through distributors.** HA warranty, repair, service and return programs are solely offered through HA Distribution Partners.

### For product under warranty:

| <b>Option 1:<br/>HA Advance Replacement Program</b><br>For product less than 75 days old   | <b>Option 2:<br/>HA Warranty Replacement Program</b><br>For product over 75 days old and under warranty   | <b>Option 3:<br/>HA Warranty Repair Program</b><br>For any product under warranty  |
|--|---|--|
| Receive replacement unit, component(s) or sensor(s) upon receipt of return or a P.O. <ul style="list-style-type: none"> <li>• <b>Eligible product:</b> less than 75 days from HA ship date</li> <li>• <b>Warranty:</b> replacements come with full warranty</li> </ul> <i>Notes:</i> <ul style="list-style-type: none"> <li>• Distributor must obtain RMA number (Return Material Authorization) from HA</li> <li>• Return of original unit, component(s), or sensor(s) is required</li> </ul> | Receive replacement component(s) or sensor(s) upon receipt of return. <ul style="list-style-type: none"> <li>• <b>Eligible product:</b> warranty valid (not expired or void); over 75 days from HA ship date</li> <li>• <b>Warranty:</b> replacements inherit remaining warranty of original product</li> <li>• <b>Zero maintenance detectors:</b> components are not field replaceable; full unit will be replaced or factory repaired</li> </ul> <i>Notes:</i> <ul style="list-style-type: none"> <li>• Distributor must obtain RMA number (Return Material Authorization) from HA</li> <li>• Return of original component(s) or sensor(s) is required</li> </ul> | Manufacturer performs warranty repair on unit, component(s) or sensor(s). <ul style="list-style-type: none"> <li>• <b>Eligible product:</b> warranty valid (not expired or void)</li> <li>• <b>Warranty:</b> replacement component(s)/ sensor(s) inherit remaining warranty from original product</li> </ul> <i>Notes:</i> <ul style="list-style-type: none"> <li>• Distributor must obtain Service Notification Number (SNN) from HA</li> </ul> |

### For product out of warranty:

| <b>Option 1:<br/>HA Non-warranty Repair and Service Program</b>  | <b>Option 2:<br/>Factory Authorized Distributor Service Centers (DSCs)</b>   |
|--|--|
| Manufacturer performs repair or service for product no longer under warranty. <i>Notes:</i> <ul style="list-style-type: none"> <li>• Service Notification Number (SNN) required from HA Service</li> <li>• Distributor ships product to HA for non-warranty service repair</li> <li>• Distributor must provide a valid P.O.</li> </ul> | An authorized Distributor Service Center (DSC) performs repair or service. <i>Notes:</i> <ul style="list-style-type: none"> <li>• Contact HA for an authorized DSC near you</li> </ul> |

### Returning product for credit:

#### Returns for Credit Program

Receive credit for product returned within sixty (60) days of the date of shipment from a Honeywell Analytics facility.

*Notes:*

- Returned product subject to a 25% restocking fee
- Credit will only be issued for returns over \$250 per sales order
- Product must be returned in original, "sellable" condition (i.e. product has not been activated or used, has not expired, product packaging remains unmarked and includes all original accessories, spares, documentation and promotional items)

### How do I obtain an RMA (Return Material Authorization) or SNN (Service Notification Number)?

For **RMA (Return Material Authorization)** or questions about warranty replacements contact:

Email: [bwa.rma@honeywell.com](mailto:bwa.rma@honeywell.com)

Toll Free: 888-749-8878

For **SNN (Service Notification Number)** or questions about product repairs contact:

Email: [ha.us.service@honeywell.com](mailto:ha.us.service@honeywell.com)

Toll Free: 888-749-8878

# Warranty, Repair, Service and Returns (continued)

## HA Warranty – Overview

- New Honeywell Analytics (HA) manufactured products have a limited warranty period from the date of manufacturer shipment against defects in materials and workmanship.
- The limited warranty is void in cases of product damage due to misuse, abuse, negligence, corrosion, exposure to adverse environmental conditions or modification.
- The product warranty period excludes consumable items such as sensor screens and alkaline batteries.
- For product specific warranty information, please refer to the documentation supplied with each model.
- For specific warranty terms and conditions, contact HA.

## Warranty Overview by Product Category

### Single Gas Detectors:

- Maintenance Free Single Gas Models (non-field serviceable): Two or three years from date of activation (as specified for model purchased). Warranty is valid only if the detector is activated by the date indicated on the package.
- Other Single Gas Models (field serviceable): Two years from Honeywell Analytics ship date, including sensors unless otherwise specified (sensors without a two year warranty are specified in the Price List).

### Multi-Gas Detectors (All Models):

Two years from Honeywell Analytics ship date, including sensors unless otherwise specified (sensors without a two year warranty are specified in the Price List).

### Sampling and Test Equipment:

Two years from Honeywell Analytics ship date, unless otherwise specified.

### Calibration Gas:

Each calibration gas has a warranty unique to the gas mixture and gas manufacturer specification. Honeywell Analytics' gas cylinder warranty: the last day of the calendar month of the gas manufacturer's expiration date on the cylinder label.

### Accessories, Sensors and Parts:

Two years from Honeywell Analytics shipment date, including sensors unless otherwise specified (sensors without a two year warranty are specified in the Price List).

## How do I receive a replacement under warranty?

- Check product is under warranty (not expired or void). Ensure product returned has not been misused or modified.
- Check product ship date from HA. Full product replacement is eligible under the HA Advance Warranty Replacement Program if less than 75 days from HA ship date.
- Ensure product concern is not result of end-of-life typical to consumable parts (such as a dirty sensor filter screen, alkaline batteries that require replacement, etc.).
- Caution: for replacement component(s)/sensor(s), be sure to return only the component(s)/sensor(s) of concern. Keep the instrument.
- Fill in a HA RMA (Return Material Authorization) form.
- If you wish to send product back for manufacturer repair under warranty, please refer to the HA Warranty and Non-Warranty Service/Repair Program.

### Option 1: To receive replacement quickly

1. Distributor submits completed RMA request form and P.O. with valid dollar value to HA RMA (see page 111).
2. HA supplies Distributor with reference numbers
  - RMA (Return Material Authorization) Number
  - Sales Order Number Reference
3. HA ships Distributor new replacement unit, component(s) and/or sensor(s)
4. HA bills Distributor account for new product until original product returned
5. Distributor returns original unit, component(s), and/or sensor(s) to HA within thirty (30) days or submits payment for replacement
  - Clearly mark RMA number on shipping package
  - Apply US Customer Return Tag to shipping package
6. HA receives returned original product from Distributor
7. Distributor account is credited for returned product upon warranty verification

### Option 2: To receive replacement without billing/credit

1. Distributor submits completed RMA form to HA RMA (see page 111).
2. HA supplies Distributor with Reference Numbers
  - RMA (Return Material Authorization) Number
  - Sales Order Number Reference
3. Distributor returns original unit, component(s), and/or sensor(s) to HA within thirty (30) days or submits payment for replacement
  - Clearly mark RMA number on shipping package
  - Apply US Customer Return Tag to shipping package
4. HA receives returned original product from Distributor
5. HA ships Distributor new replacement: unit, component(s) and/or sensor(s)

# Warranty, Repair, Service and Returns (continued)

## HA Warranty and Non-Warranty Service/Repair – Overview

All HA portables products can be repaired or serviced either by the manufacturer (HA) or by a factory authorized Distribution Service Center (DSC).

Manufacturer Repair and Service Programs include the HA Warranty Repair Program, HA Non-Warranty Repair Program and HA Service Program (see page 111).

### Service Notification Number (SNN):

All manufacturer repair and service requests must have a Service Notification Number (SNN) from HA.

### Shipment Preparation:

- Prominently display the Service Notification Number on the outside of the shipping box.
- For each box shipped, include a packing slip with: Service Notification Number, a content list, and a detailed description of the problem.

### Repair and Service Fees:

- HA Warranty Repair Program – no fees
- HA Non-warranty Repair Program (New, effective May 1, 2013, USA only):
  - Out of warranty product repairs must be accompanied by a purchase order when repairs are initiated. The repair cost will be calculated as 30% of the most recent Honeywell Analytics list price for the detector being repaired or serviced. Example:

| Portable Gas Detector<br>(non-warranty repair or service)    | Honeywell Analytics<br>List Price | Faster, Simple Flat Rate<br>Service or Repair Price |
|--|-----------------------------------|---|
| Honeywell detector (example 54-45-01)                        | \$244.00 USD                      | \$73.20 USD   |
| BW Technologies by Honeywell<br>detector (example GAXT-M-DL) | \$275.00 USD                      | \$82.50 USD   |

- *Detectors received in a condition beyond normal wear and tear, or where repair is not economical, an alternative solution to the flat rate process may be selected.*
- *All repairs conducted under warranty will continue to be serviced free of charge at the factory.*
- *Includes both Honeywell and BW Technologies by Honeywell brands of portable gas detectors.*

### Unclaimed Product:

Product will be considered abandoned if no contact with the customer can be made within thirty (30) days of receipt. At that time, the abandoned product will be returned to the sender unrepaired; in a case of no return address, goods will be disposed of in environmentally friendly manner.

### Warranty:

Warranty for labor and/or part(s) replacement takes on the remaining original product warranty.

## How do I get product factory-repaired?

| Warranty  | Non-warranty  |
|---|---|
| <ol style="list-style-type: none"> <li>1. Distributor obtains Service Notification Number (SNN) from HA</li> <li>2. Distributor returns product to HA:<br/>Honeywell Analytics Service<br/>405 Barclay Blvd<br/>Lincolnshire, IL 60069</li> <li>3. HA processes return and validates warranty on product</li> <li>4. HA repairs and returns to Distributor</li> </ol> | <ol style="list-style-type: none"> <li>1. Distributor obtains Service Notification Number (SNN) from HA</li> <li>2. Distributor generates P.O.</li> <li>3. Distributor submits P.O. referencing SNN to:<br/>Email: AnalyticsServiceAdministration@Honeywell.com<br/>Fax: 847-572-1327</li> <li>4. Distributor returns product to HA:<br/>Honeywell Analytics Service<br/>405 Barclay Blvd<br/>Lincolnshire, IL 60069</li> <li>5. HA repairs and returns</li> <li>6. Distributor billed</li> </ol> |

# Warranty, Repair, Service and Returns (continued)

## HA Returns for Credit – Overview

### **Return Period:**

Authorization to return product for credit will be issued for products within a maximum of sixty (60) days from the date of shipment from a Honeywell Analytics facility.

### **Minimum Return Value:**

Authorization to return product for credit will only be issued for requests over \$250 per sales order.

### **Restocking Fee:**

Product returned for credit will be subject to a standard 25% restocking fee.

### **Shipping Charges:**

All shipping charges are nonrefundable, unless due to a Honeywell Analytics error.

### **Unclaimed Product:**

Product is considered abandoned when received without proper documentation and/or the customer cannot be reached within thirty (30) days of product receipt. At that time, the abandoned merchandise will be returned to the sender.

### **Original Condition:**

Product returned for credit must be in original “sellable” condition. To be eligible for credit:

- Product has not been activated or used
- Product has not expired
- Product packaging remains unmarked
- Product package includes all original accessories, spares, documentation and promotional items

### ***How do I return product for credit?***

1. Distributor ensures product is in original condition
2. Distributor contacts Regional Sales Manager to initiate return
3. Distributor completes RMA form and sends to HA (see page 111)
4. HA validates and processes approvals for credit
5. HA supplies Distributor with RMA number upon approval
6. Distributor prepares return. Shipping box must be clearly marked with RMA number and original product packaging must remain unmarked.
7. Distributor returns product within thirty (30) days (RMA is valid for thirty (30) days from date of issue)
8. HA receives product(s) and processes return
9. HA credits Distributor