

PRN 17 - 31 • JULY 21, 2017

## Honeywell Announces Retirement of Wear & Tear Contract Coverage

Honeywell Productivity Products is retiring the Wear and Tear Contract Coverage offered by Services. The Wear and Tear coverage has become less popular and is now being retired. The recommended alternative Service plans are the new Plus and Basic Repair Service options.

### RETIRED PART NUMBERS

SKU Retirement: This announcement will serve as the formal communication that the listed SKUs will no longer be available for resale in accordance with the Service Time Line (shown below). See the attached Excel file for full list of SKUs being retired as well as the recommended replacement SKUs.

PRODUCT NAME	PART NUMBER	REPLACEMENT PRODUCT
Wear & Tear Service	SVCxxxx-xWTx	See cross reference file

Link to Excel Icon file listing recommended replacement SKU's of Wear & Tear Coverage:



### ABOUT WEAR & TEAR SERVICE

Wear & Tear Service covered manufacturing and parts defects, as well as wear from normal use - it did not cover damage. Customers who have purchased Wear & Tear Service can upgrade to the new Plus Repair Services or retain the current level of coverage. Converting to Plus Repair Services for the remainder of your contract term or upon renewal removes the un-certainty of whether repairs will be considered "wear" or "damage" and covered or not. Honeywell will offer Wear & Tear Coverage renewals for one-year for customers who do not want to convert to Plus Repair Services or downgrade to Basic Repair Services. With the exception of one-year renewals, Wear & Tear Coverage SKUs will be removed from the pricebook effective August 2017.

For the additional product materials, including manuals, downloads, and sales resources, please visit the Support Services product webpage.

### REGIONS AFFECTED

- ☒ Asia Pacific (APAC)
- ☒ Europe
- ☒ Middle East, Turkey, Africa (META)
- ☒ Latin America (LATAM)
- ☒ North America and Canada (NA)

### SERVICE TIMELINE

ANNOUNCEMENT	TIMELINE	DATE
Last Day One Contract	Honeywell will not accept Day One Wear & Tear Contracts after this date	October 27, 2017
Last Service Renewal	Honeywell will not accept Wear & Tear renewal orders after this date	December 31, 2018

### SERVICE COMMITMENT

Honeywell will provide technical support, software updates and hardware maintenance to the best of its ability on discontinued hardware and software products throughout the life of existing warranties and service contracts. Ability to service and support units may be disrupted due to component obsolesce beyond Honeywell's control.

### FOR MORE INFORMATION

Honeywell is committed to providing you with a superior level of customer service. Please contact your Honeywell representative for additional information regarding this communication.

For More Information: [www.honeywellaidc.com](http://www.honeywellaidc.com)

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PAGE 1