

RMA Portal - Frequently Asked Questions (FAQs)

1. How do I create an RMA?

Refer to User Manual which can be downloaded from the Log in Page. RMA Creation can be found from Page 12.

Alternatively refer to video link <https://youtu.be/uli8b2vl1SM>

2. How do I track status of my RMA?

Refer to User Manual which can be downloaded from the Log in Page. Track and Trace can be found from Page 12.

3. How do I check service coverage of my device?

From Master tab, select Serial Number Status. Chose the mode of checking, either Manual or File based and add the Serial Number of the device. The page will display either warranty details, contract information or if non-warranty or non-contract.

4. What is the RMA Turn Around Time?

TAT of RMA varies depending on the coverage. Warranty RMAs has TAT of 10-15 working days while contract RMAs are 1-day, 2-day or 5-day based on the contract terms.

5. What is expected on RMAs without either warranty or service contract?

During RMA creation, the portal will notify that your device is not under warranty. By confirming and creating the RMA, the user accepts to pay the handling and evaluation charges should the repair quote is rejected.

The device will be diagnosed once received in the Service Center. And a repair quote will be sent by Honeywell's Direct Partner. RMA will be approved only after the repair PO is received. RMA will be completed and sent back to customer within 15-working days TAT.

6. Can I create RMA for accessories for repair or replacement?

No. Defective accessories (ie batteries, printhead) cannot be claimed through our Service Centers. Customer can contact their Reseller / Honeywell Direct Partner to create the ticket through Technical Support Portal <https://sps-support.honeywell.com/s/>

7. What is the process for Full Unit DOA claim?

Log a ticket via Technical Support Portal <https://sps-support.honeywell.com/s/>. Once a replacement unit is confirmed and received, log the RMA for the DOA unit in the RMA Portal. DOA unit to be sent to the Service Center.



8. How do I cancel my RMA?

Contact local Service Center and request for cancellation. Provide the RMA No. and reason for cancellation.

9. What is covered in Warranty Repair?

Warranty repair covers manufacturing and quality defects. The TAT is 15 working days. If the device is damaged or misused by the customer, repair will be chargeable.

10. What is covered in Gold Contract Repair?

Gold contract covers-Accidental Damage, normal wear and tear. The TAT is 5 working days.

11. What is covered in Platinum Contract Repair?

Platinum contracts covers- Wear / Tear, Accidental Damage, Comprehensive Coverage. If the unit is repairable, it will be repaired, or a replacement device will be sent out to customer. The TAT is 2 working days.