

Warranty

[Honeywell Limited Warranty](#)

[Warranty Matrix](#)

Who is covered by the warranty?

Products offered by Honeywell Safety and Productivity Solutions are covered for a defined period of time with a Limited Warranty. Honeywell extends this warranty only to the first end-user of the product. This warranty is non-transferable.

What's covered by the warranty?

This warranty covers each product and warrants them to be free from defects in workmanship, under normal use and service, for the defined period of time from the date of purchase by the first end-user. Under this warranty, Honeywell will repair or replace, at its option, any unit that fails to perform according to Honeywell' published specifications during the warranty period.

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What's not covered by the warranty?

The warranty does not cover software or damage to the product caused by modification, alteration, misapplication, misuse of, or physical abuse to the product; or damage due to repair or service to the product by anyone other than an Authorized Honeywell Safety and Productivity Solutions Service Center. This warranty also excludes any damage to the product caused by circumstances outside of Honeywell' control, such as, but not limited to, lightning or fluctuation in electrical power.

Acquiring warranty service

Should the product prove to be defective within the warranty period, return the product, as described in the RMA procedures that follow, and Honeywell will, at its option, repair or replace the product, to whatever extent Honeywell deems necessary to restore the product to proper operating condition, without any charge to you.

If you purchased the product from an Authorized Honeywell Reseller, contact the Reseller with the unit's serial number. Your Reseller will contact Honeywell, on your behalf, to arrange for the unit to be serviced.

If you purchased the product directly from Honeywell, or have been instructed by your Reseller to contact Honeywell Safety and Productivity Solutions directly, call the Customer Service Department in your area to request a Repair Maintenance Authorization (RMA) number. Failure to obtain an RMA number before shipping your product to the repair facility will delay the processing of your repair.

When calling for service at any of our repair facilities, please be prepared to give the following information:

Customer ID

Product's type

Brief description of problem

Serial Number and/or Date Code and/or dated Proof-of-Purchase.

(Serial numbers and/or date codes are found in various places on our products. Please have your unit in hand when you call, and a representative will help you find the number or date code.)

If your equipment is still covered under the initial end user's product warranty, please notify the Customer Service Representative when you call. For your protection, we recommend you insure any equipment being sent to Honeywell. Place the product in its original packaging with a copy of your original invoice to avoid possible service delays and ship the product prepaid to the appropriate address. Please ensure that the RMA number is clearly visible on the address label.

Website: <https://www.honeywellaidc.com/resources/warranty>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.