

REQUESTING SERVICE FROM HONEYWELL

What preparation is required before requesting service from Honeywell?

- Your company name;
- Your name and contact details;
- Product model number (containing the entire configuration details e.g. CN51AN1KCF1W1000 – no abbreviations);
- Serial number of product;
- Symptoms of fault;
- Whether service is covered by a current Honeywell maintenance contract or warranty.

Who do I contact to request service?

Complete the RMA Request Form and email the completed RMA Request Form to ACSHSMservice-australia@honeywell.com.

How do I track return-to-depot repairs?

The RMA Request Form will be emailed back to you and will contain a RMA Number at the top of the form. Please ensure this RMA Request Form containing the RMA Number accompanies the product you are sending to the Honeywell Service Centre for repair. Once your product is received along with your RMA Request Form, your product will be serviced and returned to you within specified timeframe. The RMA Number will allow us to track your repair every step of the way.

SERVICE CENTER LOCATIONS

HSM SERVICE DEPOT Level 3, 2 Richardson Pl North Ryde NSW Australia 2113	HSM SERVICE DEPOT 2A, 4 Pacific Rise Mount Wellington Auckland New Zealand 1060
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When can I place calls with the Honeywell Service Centre?

Honeywell Service Centres operate Monday to Friday (excluding public holidays) between 8.30am and 5.00pm Local Time for Australia or New Zealand.

Is there a Service Escalation Process?

Yes. You should call the Honeywell Service Centre (on 1300 304 468) for status enquiries or by email at ACSHSMservice-australia@honeywell.com.

How will Honeywell manage repairs required due to user damage (i.e. not covered by contract or warranty)?

A member of the Honeywell Service Centre will contact you if your product has been found to be faulty due to user damage. A quote for the cost of repairs will be provided and the repairs will be carried out, upon receipt of a signed purchase order.

How do I troubleshoot or request additional support ?

For 24 x 7 support information, answers to common questions, or to request technical support, please visit www.hsmsupportportal.com – knowledge database is located under “Articles”; For Australian telephone support you can call (02) 8278 1255, and for New Zealand telephone support you can call (09) 969 0758

Any other queries?

Please contact our service team by email at ACSHSMservice-australia@honeywell.com or call the Honeywell Service Centre on 1300 304 468 Outside Australia +61 2 9330 4499.