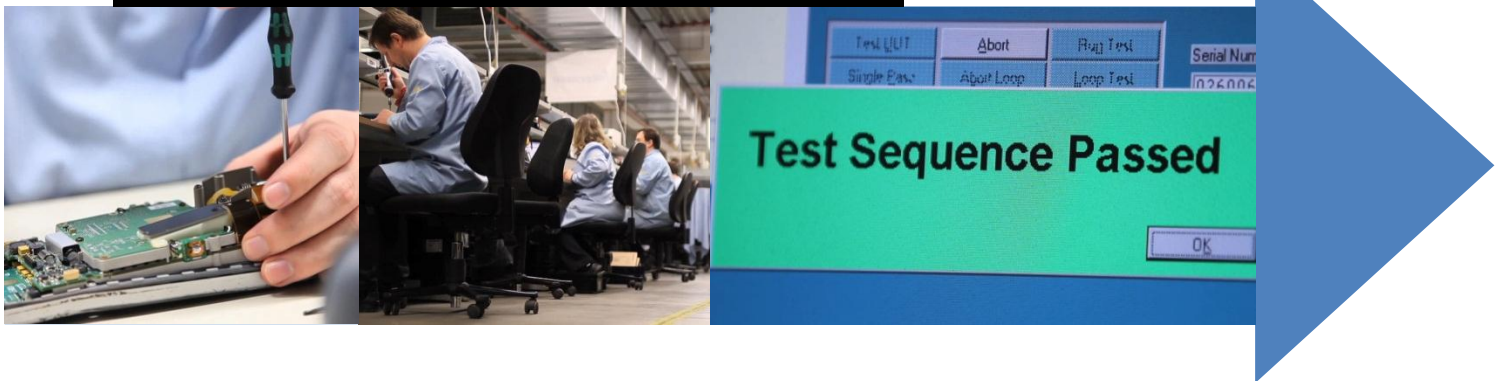


## GLOBAL SERVICES GUIDE 2013



Improving device uptime and helping to keep businesses operational with our globally available comprehensive services



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## PRODUCT WARRANTY



## Intermec Product Warranty

### Summary

- For devices:
  - Dead On Arrival (DOA): Devices that fail within 30 days from receiving the unit date
  - Warranty: Devices that fail from the 31st day up to 12 months.
- For accessories:
  - Warranty replacement is available for accessories that fail within 90 days from their receiving dates
  - This excludes docks and battery chargers, which have a 1y warranty from the receiving date.

Intermec provide the warranty to the legal entity that purchases the product. If a product is sold via a VAD, the warranty period starts when the VAD receives the unit. We also provide a 15 month warranty period to VADs instead of the standard 12 months.

### Legal Description

Intermec warrants the hardware products to be free from defects in material and workmanship under normal use and service. Intermec's obligation under this warranty is limited to correcting the defect in the product or any part thereof which is defective in material or workmanship and which within one (1) year from the date of shipment to Buyer is returned to Intermec with transportation charges prepaid. Select products include an extended warranty period as identified in the Intermec Price Guide. Buyer must obtain a Return Material Authorisation before the product may be returned. If Intermec determines the product failed due to defects in material or workmanship, Intermec shall repair or replace (at Intermec's option) the defective product free of charge.

Intermec's warranty for supplies; including spare parts, print heads, cutter assemblies, media, pre-printed labels and batteries is limited solely to free-of-charge replacement of such supplies within ninety (90) days of shipment to Buyer. Replacement shall be determined by Intermec wherein such supplies fail to meet applicable specifications and were purchased directly from Intermec for use with Intermec products and provided Buyer has complied with the handling, storage and shelf life requirements as specified by Intermec. Intermec shall have no responsibility whatsoever for consumable supplies purchased from any other source.

Intermec provides software on an "as is" basis only.

These warranties do not extend to any defect, fault, or accident, which is caused by improper or inadequate maintenance, installation or use by Buyer or its customers; Buyer's software, hardware or interfacing; modifications to the product(s) not authorized by Intermec; misuse or misapplication of the product(s) by Buyer or its customers; operation of the product(s) outside environmental or electrical specifications; gross negligence, accident, or disaster.

Intermec shall not warrant and hereby specifically disclaims any express or implied warranty with respect to coverage by Intermec RF (Radio Frequency) products unless Intermec has performed a site survey installed the RF products. Buyer releases Intermec from any and all liability related to coverage by the RF products if Intermec has not performed the described services.

Any representation or warranty made by any other person, including distributors, resellers, dealers, employees and representatives of Intermec, which are inconsistent or in conflict with or additive to the terms of this Warranty, shall not be binding on Intermec unless reduced to writing and approved in writing by an officer of Intermec.

**THE ABOVE WARRANTIES ARE EXCLUSIVE OF, AND IN LIEU OF, ALL OTHER WARRANTIES, WRITTEN OR ORAL, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE. NO IMPLIED STATUTORY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL APPLY. INTERMEC SHALL NOT BE LIABLE FOR ANY DAMAGES SUSTAINED BY BUYER ARISING FROM DELAY IN THE REPLACEMENT OR REPAIR OF PRODUCTS UNDER THE ABOVE WARRANTY.**

Intermec Product Warranty can be found at: [http://www.intermec.com/support/returns\\_repairs/warranty/index.aspx](http://www.intermec.com/support/returns_repairs/warranty/index.aspx)



## Requesting a Return or Exchange

The first step to return or exchange a product to Intermec for any of the above reasons is to request a return authorisation (RA) number by contacting Intermec Customer Service through one of the regional phone numbers listed below:

Region	Phone Number
Asia Pacific, Australia/New Zealand	Asia: (+65) 6303 2100
Europe, Middle East, Africa	Australia/New Zealand: 1300 30 44 68
	Benelux: (+31) (0) 24 3723107
	Denmark: (+45) 823 328 32
	Eastern Europe: (+49) 69 29993 295
	France: (+33) (0) 1 70 48 00 66
	Germany: (+49) 0800 000 1153
	Italy: (+39) 02 3859 1252
	MEA: (+44) 207 660 03 46
	Norway: (+47) 23 50 04 50
	Spain & Portugal: (+34) 900 902212
	Sweden & Finland: (+46) (0) 8 51 99 23 90
Central & South America	UK: (+44) (0) 207 660 03 46
	Mexico & Central America: (+55) 35 3629 9000
North America	South America: (+55) 35 3629 9000
	Canada: 800 268 6936
Media	USA: 800 755 5505
	Please refer to the phone number that was provided with the original shipment <u>or</u> contact the applicable regional Customer Service team listed above

At a minimum, Intermec cannot process a return request without the required information listed below:

- Contact name, phone number, and email address
- Company name, street address, city, state/province, zip/postal code, country
- Company PO number for the order
- Original Intermec invoice date and number
- Intermec sales order number (listed on invoice)
- Your Intermec customer number (listed on invoice)
- Intermec product part number, quantity, and serial number for each product being requested for return
- Once request is approved, Intermec Customer Service will contact Customer to provide the RA number and return instructions, including shipping address.
- RA numbers are valid for 30 days from date of issue and for only the specific product part numbers, serial numbers, and quantities listed on the RA. Any products received by Intermec after the 30-day valid dates of the RA or which were not included on the RA will automatically be refused and returned to the customer via surface transportation, freight collect.
- All shipments returned to Intermec require that the RA number be clearly marked on the outside of the packaging and the accompanying paperwork included or the shipment will be refused and returned to the customer via surface transportation, freight collect.
- All products being returned as new must be 100% complete with all original manufacturer boxes and packing materials, all manuals, blank warranty cards, accessories and any other documentation included with the original shipment. Intermec reserves the right to deduct the cost of repairs, replacement of any missing items or other reasonable costs required to return the goods to a saleable condition. This will be in addition to applicable restocking fees. Customer is solely responsible for insuring the products for return.

Requesting a return or an exchange can be found at: [http://www.intermec.com/support/returns\\_repairs/warranty/index.aspx](http://www.intermec.com/support/returns_repairs/warranty/index.aspx)



## Product Warranty versus a Medallion® Services Contract

Product Warranty	Medallion Service Contracts
<p><b>Intermec hardware warranty offers a 15-day repair turnaround time and is NOT a service support plan.</b></p> <p><b>It is an assurance of manufacturing quality and covers repair for manufacturing and component defects ONLY.</b></p>	<p>Service Contracts provide additional optional cover for general wear &amp; tear PLUS accidental/physical damage, all at a faster turnaround time of 2 or 5 days.</p>
<p><b>If customers are made aware of the value that a service contracts brings above the standard warranty, cost is often not an issue.</b></p>	





## Medallion® Support Services Overview

The Medallion® Service portfolio is a range of offerings designed to ensure the highest levels of device productivity, reliability and system uptime.

- The Medallion® Service portfolio offers:
  - A range of service offerings
  - Response times from 24 hours to 15 days
  - Extended contracts for up to 5 years cover
  - Standard service includes hardware failure and general wear & tear;
  - Extended options include accidental damage cover

### The Medallion Services portfolio





	Standard						Select			Complete	
	Base Warranty	Bronze	Silver	Silver Replacement	Gold	Platinum	Bronze	Silver	Silver Replacement	Bronze	Silver
Manufacturer Defects	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Covers normal wear and tear coverage	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Covers accidental damage	-	-	-	-	-	-	Y	Y	Y	Y	Y
Includes all materials, parts and labour	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Replaces missing or damaged stylus, screen protectors, hand straps, battery covers	-	-	-	-	-	-	Y	Y	Y	Y	Y
Repair turnaround time	15-day	5-day RTB	2-day RTB	NBD delivery	2BD On-site	NBD On-site	5-day RTB	2-day RTB	NBD delivery	5-day RTB	2-day RTB
Shipping	1-w ay	1-w ay	1-w ay	2-w ay	1-w ay	1-w ay	1-w ay	1-w ay	2-w ay	1-w ay	1-w ay
Telephone support with escalation path	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
24x7 On-line support	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Engineering Changes applied, keeping product up-to-date	-	-	-	-	-	-	Y	Y	Y	Y	Y
Cleaning & PM	-	Y	Y	Y	-	-	Y	Y	Y	Y	Y
90-day S/W Update	-	Y	Y	Y	-	-	Y	Y	Y	Y	Y
Application loading and configuration management	-	Option	Option	Option	Option	Option	Option	Option	Option	Option	Option
Battery maintenance		Option	Option	Option	Option	Option	Option	Option	Option	Option	Option
E-Pack availability	-	-	-	-	-	-	Y	-	-	Y	Y
3 & 5 year coverage options	-	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

## Medallion® Complete Service

Medallion Complete offers the highest level of protection against hardware failure. It provides support for medium and heavy product handling solutions by offering additional cover for hardware failure, accidental damage and general wear and tear.

- 24 hours/day, 7 days/week access to on-line support via Intermec's Knowledge Central site
- Level 1 telephone support available 5 days/week, 8 hours/day, excluding local and public holidays. Please note: telephone support is not available in the MEIAT region
- Return to base repair performed at an Intermec Repair Centre with a choice of turnaround times of 5-days (Bronze) or 2-days (Silver), excluding delivery times
- Includes all parts, labour, and return carriage plus replacement of damaged styluses, battery door covers, screen protectors, hand straps or clips
- Devices are subject to a full functional test before being cleaned, re-packed and despatched back to the supplied return address

### Comparison against Intermec Warranty

	Base Warranty	Bronze	Silver
Manufacturer Defects	Y	Y	Y
Covers normal wear and tear coverage	-	Y	Y
Covers accidental damage	-	Y	Y
Includes all materials, parts and labour	Y	Y	Y
Replaces missing or damaged stylus, screen protectors, hand straps, battery covers	-	Y	Y
Repair turnaround time	15-day	5-day RTB	2-day RTB
Shipping	1-way	1-way	1-way
Telephone support with escalation path	Y	Y	Y
24x7 On-line support	Y	Y	Y
Engineering Changes applied, keeping product up-to-date	-	Y	Y
Cleaning & PM	-	Y	Y
90-day S/W Update	-	Y	Y
Application loading and configuration management	-	Option	Option
Battery maintenance		Option	Option
E-Pack availability	-	Y	Y
3 & 5 year coverage options	-	Y	Y

## Features and Benefits

Features	Benefits
2-day turnaround for in-depot repair (Silver);	Dependable service offering in-house repair and fixed turnaround times;
Complete cover for hardware failure, accidental damage and general wear & tear;	Offers the highest level of protection against hardware failure;
Single point of accountability for support, case Management & escalation;	Management of your service issue until it is resolved to your satisfaction;
24 x 7 on-line support;	Unlimited global access to support information;
Cleaning & Preventative Maintenance.	Helps optimise device performance to always operate within specifications.

## Service Description

### Medallion® Complete

THE FOLLOWING SERVICES ARE PROVIDED SUBJECT TO INTERMEC'S CURRENT MEDALLION AGREEMENT AVAILABLE AT [www.intermec.com/agreements](http://www.intermec.com/agreements) OR CUSTOMER'S APPLICABLE SEPARATE SIGNED AGREEMENT WITH INTERMEC.

**Intermec Medallion Complete service is a return to base repair service covering hardware failure and accidental damage.** Upon receipt of the faulty product, Intermec trained staff will try to replicate the fault to effect the repair. The product will then be repaired using genuine Intermec parts and a full functional test is performed on the unit, before being cleaned, re-packed and returned within contracted turnaround time.

#### Service Overview:

Intermec provides a standard repair service for its branded hardware products for a period of 3 or 5 years from the initial hardware purchase (contract must be purchased within 30 days of the hardware sale). Extended coverage is also available for up to 3 years from the production end of build of the model. This service provides the repair or replacement (at Intermec's discretion) of faulty hardware products and includes:

- Access 24 hours/day, 7 days/week to Intermec's information and support tool. *KnowEdge Central* is available at <http://intermec.custhelp.com>;
- Level 1 telephone support from one of our support technicians for troubleshooting assistance of hardware, software and installation issues. Intermec will use commercially reasonable efforts to keep telephone support for this Service available 5 days/week, 8 hours/day – excluding public and local holidays. Not available in MEIAT;
- Case management to help track resolution and escalation of issues;
- Escalation management to provide a single point of contact for incident management, escalation and status of incidents within the scope of this Service;
- Repair or replacement (at Intermec's discretion) of faulty product, for faults caused by hardware failure due to reasonable wear and tear or accidental damage sustained to screens, keypads, buttons and plastics. Covers the labour and the expedited repair or replacement of parts;
- Replacement of damaged styluses, battery door covers, screen protectors, hand straps or clips that are included with Equipment sent to the depot for repair;
- Preventative maintenance is performed on the unit, where appropriate;
- Devices are subject to a full functional test before being cleaned, re-packed and dispatched back to the supplied return address.

#### Service Exclusions:

Without limitation, this service does **not** include:

- Intermec products outside of their normal contract term;
- Customer replaceable spare parts including: cutter assemblies, print heads, media, pre-printed labels and batteries;
- Software re-installation, unless the repair requires a factory reset or software install to the latest factory version and this is not excluded within the terms of the contract with the customer;
- Components that are no longer available for purchase on a commercially reasonable basis;
- Equipment damaged to the extent that the Equipment serial number is no longer verifiable;
- Equipment that has been damaged due to inadequate Customer-provided transit packaging;
- Damage sustained due to chronic negligence or deliberate abuse;
- Damage caused by a force majeure event;
- Equipment damaged by exposure beyond the Equipment's specified moisture, wind, dust, pressure, shock, temperature or over-voltage ratings.

#### Supported Products:

Currently shipping Intermec branded hardware products as defined for eligibility in the current Intermec Product Price Guide.

### Turnaround Times:

Medallion Complete offers a return to base repair and dispatch service on a best endeavours basis. Turnaround time is calculated as the time the faulty unit is in the Intermec Repair Centre. Contracts are available providing three contracted turnaround times:

- Medallion® Complete – *Bronze* is a return to base 5 business day repair performed at an Intermec Repair Centre;
- Medallion® Complete – *Silver* is a return to base 2 business day repair performed at an Intermec Repair Centre;
- Medallion® Complete – *Silver Replacement* is a return to base 5 business day repair performed at an Intermec Repair Centre, providing next business day replacement of customer-owned, Intermec managed device;

### Country Coverage:

For availability and specific offer information within your country, please contact your local authorised Intermec Sales or Services representative.

### Support Procedures:

- For 24 x 7 support information, answers to common questions, or to request technical support, please visit our on-line Knowledge Central at <http://intermec.custhelp.com>;
- For all service requests, please visit [www.intermec-rma.com](http://www.intermec-rma.com) (country dependent)
- To request a Service Repair you will need the following details:
  - Product Code;
  - Serial Number;
  - Fault Description;
  - Contract Number (if applicable);
  - Return to Address;
  - Contact Name;
  - Telephone number.
- Once you have completed the RMA request, you will be issued with an RMA number and the address to return the faulty device(s) to.
- Please print the shipping document and return your product to the address detailed on the RMA, ensuring a copy of the RMA shipping document is clearly visible.

### Customer Responsibilities:

In order to enable Intermec to carry out its support obligations the customer without limitation should:

- Check the Intermec on-line Knowledge Central for initial diagnosis and support actions;
- If a repair is required, request a Repair Authorisation number using the process outlined above;
- Return the faulty product to the addressed provided with the RMA Intermec in a timely manner;
- Remove any replaceable items (SIM cards, SD cards, batteries etc);
- Where possible, provide a technically competent person with knowledge of the system and fault to actively assist in troubleshooting and diagnosis;
- Acknowledge that they are responsible for recovering their own application software after any such Services have been provided;
- Any other actions that Intermec may reasonably request in order to best perform the service.

### Additional Information:

- In the event that a unit is received with a fault not covered under the contract terms, Intermec will provide a repair quotation under the terms of the Intermec Chargeable Repair Service;
- All repair work and any parts used are supplied with a 90-day warranty valid from the date of repair.

### Customised Service Contracts:

- In some cases Intermec may be able to tailor service contracts to meet specific customer requirements. To discuss these further, please contact your local Intermec supplier or Intermec Sales representative.

Medallion Complete SD – 16 Mar 2011

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## Medallion® Select Service

Medallion Select is designed to meet the requirements of the light product handling, rugged mobile device customer, and provides additional cover for hardware failure, accidental damage and general wear and tear.

- 24 hours/day, 7 days/week access to on-line support via Intermec's Knowledge Central site;
- Level 1 telephone support available 5 days/week, 8 hours/day, excluding local and public holidays. Please note: telephone support is not available in the MEIAT region
- Return to base repair performed at an Intermec Repair Centre with two turnaround times of 5-days (Bronze) or 2-days (Silver), excluding delivery times
- Includes all parts, labour, and return carriage plus replacement of damaged styluses, battery door covers, screen protectors, hand straps or clips
- Devices are subject to a full functional test before being cleaned, re-packed and despatched back to the supplied return address

### Comparison against Intermec Warranty

	Base Warranty	Bronze	Silver
<b>Manufacturer Defects</b>	Y	Y	Y
<b>Covers normal wear and tear coverage</b>	-	Y	Y
<b>Covers accidental damage</b>	-	Y	Y
<b>Includes all materials, parts and labour</b>	Y	Y	Y
<b>Replaces missing or damaged stylus, screen protectors, hand straps, battery covers</b>	-	Y	Y
<b>Repair turnaround time</b>	15-day	5-day RTB	2-day RTB
<b>Shipping</b>	1-way	1-way	1-way
<b>Telephone support with escalation path</b>	Y	Y	Y
<b>24x7 On-line support</b>	Y	Y	Y
<b>Engineering Changes applied, keeping product up-to-date</b>	-	Y	Y
<b>Cleaning &amp; PM</b>	-	Y	Y
<b>90-day S/W Update</b>	-	Y	Y
<b>Application loading and configuration management</b>	-	Option	Option
<b>Battery maintenance</b>		Option	Option
<b>E-Pack availability</b>	-	Y	-
<b>3 &amp; 5 year coverage options</b>	-	Y	Y

## Features and Benefits

Features	Benefits
5-day in-depot repair turnaround;	Reliable industry standard service repair times;
Enhanced cover for hardware failure, limited accidental damage and general wear & tear;	Extended coverage that includes accidental damage protects from potentially expensive repair costs;
Single point of accountability for support, case Management & escalation;	Management of your service issue until it is resolved to your satisfaction;
24 x 7 on-line support;	Unlimited global access to support information;
Cleaning & Preventative Maintenance.	Helps to reduce unexpected equipment failures that impacts productivity;



## Service Description

### Medallion® Select

THE FOLLOWING SERVICES ARE PROVIDED SUBJECT TO INTERMEC'S CURRENT MEDALLION SERVICE AGREEMENT AVAILABLE AT [www.intermec.com/agreements](http://www.intermec.com/agreements) OR CUSTOMER'S APPLICABLE SEPARATE SIGNED AGREEMENT WITH INTERMEC.

**Intermec Medallion Select is a return to base repair service covering hardware failure and limited accidental damage.** Upon receipt of the faulty product, Intermec trained staff will try to replicate the fault to effect the repair. The product will then be repaired using genuine Intermec parts and a full functional test is performed on the unit, before being cleaned, re-packed and returned within contracted turnaround time.

#### Service Overview:

Intermec provides a standard repair service for its branded hardware products for a period of up to 3 years from the initial hardware purchase. This service provides the repair or replacement (at Intermec's discretion) of faulty hardware products and includes:

- Access 24 hours/day, 7 days/week to Intermec's information and support tool. *Knowledge Central* is available at <http://intermec.custhelp.com>;
- Level 1 telephone support from one of our support technicians for troubleshooting assistance of hardware, software and installation issues. Intermec will use commercially reasonable efforts to keep telephone support for this Service available 5 days/week, 8 hours/day – excluding public and local holidays. Not available in MEIAT;
- Case management to help track resolution and escalation of issues;
- Escalation management to provide a single point of contact for incident management, escalation and status of incidents within the scope of this Service;
- Repair or replacement (at Intermec's discretion) of faulty product, for faults caused by hardware failure due to reasonable wear and tear or limited accidental damage sustained to screens, keypads, buttons and plastics. Covers the labour and the expedited repair or replacement of parts;
- Replacement of damaged styluses, battery door covers, screen protectors, hand straps or clips that are included with Equipment returned for repair;
- Preventative maintenance is performed on the unit, where appropriate;
- Devices are subject to a full functional test before being cleaned, re-packed and dispatched back to the supplied return address.

#### Service Exclusions:

Without limitation, this service does **not** include:

- Intermec products outside of their normal contract term;
- Devices that are beyond economical repair;
- Customer replaceable spare parts including: cutter assemblies, print heads, media, pre-printed labels and batteries
- Software re-installation, unless the repair requires a factory reset or software install to the latest factory version and this is not excluded within the terms of the contract with the customer;
- Components that are no longer available for purchase on a commercially reasonable basis;
- Equipment that has been damaged due to inadequate Customer-provided transit packaging;
- Damage sustained due to chronic negligence or deliberate abuse;
- Equipment damaged by a force majeure event;
- Equipment damaged by exposure beyond the Equipment's specified moisture, wind, dust, pressure, shock, temperature or over-voltage ratings.

#### Supported Products:

Currently shipping Intermec branded hardware products as defined for eligibility in the current Intermec Product Price Guide.

#### Turnaround Times:

Medallion Select offers a return to base repair and dispatch service on a best endeavours basis. Turnaround time is calculated as the time the faulty unit is in the Intermec Repair Centre. Contracts are available providing three contracted turnaround times:

- Medallion® Standard – *Bronze* is a return to base 5 business day repair performed at an Intermec Repair Centre;
- Medallion® Standard – *Silver* is a return to base 2 business day repair performed at an Intermec Repair Centre;
- Medallion® Standard – *Silver Replacement* is a return to base 5 business day repair performed at an Intermec Repair Center, providing next business day replacement of customer-owned, Intermec managed device.

### Country Coverage:

For availability and specific offer information within your country, please contact your local authorised Intermec Sales or Services representative.

### Support Procedures:

- For 24 x 7 support information, answers to common questions, or to request technical support, please visit our on-line Knowledge Central at <http://intermec.custhelp.com>;
- For all service requests, please visit [www.intermec-rma.com](http://www.intermec-rma.com) (country dependent)
- To request a Service Repair you will need the following details:
  - Product Code, Serial Number, Fault Description, Contract Number (if applicable),
  - Return to Address, Contact Name, and Telephone number.
- Once you have completed the RMA request, you will be issued with an RMA number and the address to return the faulty device(s) to.
- Please print the shipping document and return your product to the address detailed on the RMA, ensuring a copy of the RMA shipping document is clearly visible.

### Customer Responsibilities:

In order to enable Intermec to carry out its support obligations the customer without limitation should:

- Check the Intermec on-line Knowledge Central for initial diagnosis and support actions;
- If a repair is required, request a Repair Authorisation number using the process outlined above;
- Return the faulty product to the address provided with the Intermec RMA in a timely manner;
- Remove any replaceable items (SIM cards, SD cards, batteries etc);
- Where possible, provide a technically competent person with knowledge of the system and fault to actively assist in troubleshooting and diagnosis;
- Acknowledge that they are responsible for recovering their own application software after any such Services have been provided;
- Any other actions that Intermec may reasonably request in order to best perform the service.

### Additional Information:

- In the event that a unit is received with a fault not covered under the contract terms, Intermec will provide a repair quotation under the terms of the Intermec Chargeable Repair Service;
- All repair work and any parts used are supplied with a 90-day warranty valid from the date of repair.

### Customised Service Contracts:

- In some cases Intermec may be able to tailor service contracts to meet specific customer requirements. To discuss these further, please contact your local Intermec supplier or Intermec Sales representative.

Medallion Select SD 17 Mar 2011

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## Medallion® Standard Service

Medallion Standard services are an optional upgrade from the Intermec Standard Warranty that provide additional cover for hardware failure and general wear and tear.

- 24 hours/day, 7 days/week access to on-line support via Intermec's Knowledge Central site
- Level 1 telephone support available 5 days/week, 8 hours/day, excluding local and public holidays. Please note: telephone support is not available in the MEIAT region
- Return to base repair performed at an Intermec Repair Centre with two turnaround times of 5-days (Bronze) or 2-days (Silver), excluding delivery times
- Covers hardware failure and general wear and tear

### Comparison against Intermec Warranty

	Base Warranty	Bronze	Silver
Manufacturer Defects	Y	Y	Y
Covers normal wear and tear coverage	-	Y	Y
Covers accidental damage	-	-	-
Includes all materials, parts and labour	Y	Y	Y
Replaces missing or damaged stylus, screen protectors, hand straps, battery covers	-	-	-
Repair turnaround time	15-day	5-day RTB	2-day RTB
Shipping	1-way	1-way	1-way
Telephone support with escalation path	Y	Y	Y
24x7 On-line support	Y	Y	Y
Engineering Changes applied, keeping product up-to-date	-	-	-
Cleaning & PM	-	Y	Y
90-day S/W Update	-	Y	Y
Application loading and configuration management	-	Option	Option
Battery maintenance		Option	Option
E-Pack availability	-	-	-
3 & 5 year coverage options	-	Y	Y

## Features and Benefits

Features	Benefits
Service offerings available to cover both hardware failure and accidental damage;	Complete service coverage from day one of your hardware purchase;
Multi-level contracts available to suit your requirements;	You choose what you pay for rather than pay for what you don't need;
Repair turnaround times available from 5-day to Next Business day;	Minimises your device downtime, and helps to improve productivity;
Fixed price contracts for the term duration.	Peace of mind cover with no costly surprises;

## Service Description

### Medallion® Standard

THE FOLLOWING SERVICES ARE PROVIDED SUBJECT TO INTERMEC'S CURRENT MEDALLION SERVICE AGREEMENT AVAILABLE AT [www.intermec.com/agreements](http://www.intermec.com/agreements) OR CUSTOMER'S APPLICABLE SEPARATE SIGNED AGREEMENT WITH INTERMEC.

*Medallion Standard services are optional upgrades from the Intermec Standard Warranty that provide additional coverage for hardware failure and general wear and tear. Four levels of service are available to best suit your requirements covering both return to base repair and on-site response offerings.*

#### Service Overview:

Intermec provides a standard repair service for its branded hardware products for a period of up to 3 years from the initial hardware purchase. Extended coverage is also available for up to 3 years from the production end of build of the model. This service provides the repair or replacement (at Intermec's discretion) of faulty hardware components and includes:

- Access 24 hours/day, 7 days/week to Intermec's information and support tool. *Knowledge Central* is available at <http://intermec.custhelp.com>;
- Level 1 telephone support from one of our support technicians for troubleshooting assistance of hardware, software and installation issues. Intermec will use commercially reasonable efforts to keep telephone support for this service available 5 days/week, 8 hours/day – excluding public and local holidays. Not available in MEIAT;
- Case management to help track resolution and escalation of issues;
- Escalation management to provide a single point of contact for incident management, escalation and status of incidents within the scope of this service;
- Repair or replacement (at Intermec's discretion) of faulty product, for faults caused by hardware failure due to reasonable wear and tear.
- For Medallion Standard – *Bronze, Silver and Silver Replacement*:
  - A return to base repair service with three levels of turnaround;
  - Covers: parts, labour, and return freight;
  - Preventative maintenance is performed on the unit, where appropriate;
  - Devices are subject to a full functional test before being cleaned, re-packed and dispatched back to the supplied return address.
- For Medallion Standard – *Gold and Platinum*:
  - An on-site service with two levels of response;
  - Covers parts and labour (excluding print heads);
  - Devices are diagnosed and repaired on the customers' premises.

#### Service Exclusions:

Without limitation, this service does **not** include:

- Intermec products not covered by a valid Intermec service contract;
- Cost of carriage to an Intermec facility (Bronze, Silver, and Silver Replacement only);
- Styluses, battery door covers, screen protectors, hand straps and clips;
- Customer replaceable spare parts including: cutter assemblies, print heads, media, pre-printed labels and batteries;
- Software re-installation, unless the repair requires a factory reset or software install to the latest factory version and this is not excluded within the terms of the contract with the customer;
- Components that are no longer available for purchase on a commercially reasonable basis;
- Equipment damaged during use for purposes other than for which the Equipment was designed;
- Equipment that has been damaged due to inadequate customer-provided transit packaging;
- Damage sustained due to negligence or abuse;

- Damage caused by a force majeure event;
- Equipment damaged by exposure beyond the Equipment's specified moisture, wind, dust, pressure, shock, temperature or over-voltage ratings.

### Supported Products:

Currently shipping Intermec branded hardware products as defined for eligibility in the current Intermec Product Price Guide.

### Turnaround Times:

- Medallion® Standard - *Bronze* is a return to base 5 business day repair performed at an Intermec Repair Centre;
- Medallion® Standard - *Silver* is a return to base 2 business day repair performed at an Intermec Repair Centre;
- Medallion® Standard - *Silver Replacement* is a return to base 5 business day repair performed at an Intermec Repair Centre, providing next business day replacement with a customer-owned, Intermec managed device;
- Medallion® Standard - *Gold* is an On-site service with a two business day response;
- Medallion® Standard - *Platinum* is an On-site service with a next business day response.

### Country Coverage:

For availability and specific offer information within your country, please contact your local authorized Intermec Sales or Services representative.

### Support Procedures:

- For 24 x 7 support information, answers to common questions, or to request technical support, please visit our on-line Knowledge Central at <http://intermec.custhelp.com>;
- For all service requests, please visit [www.intermec-rma.com](http://www.intermec-rma.com) (country dependent)
- To request a Service Repair you will need the following details:
  - Product Code;
  - Serial Number;
  - Fault Description;
  - Contract Number (if applicable);
  - Return to Address;
  - Contact Name;
  - Telephone number.
- Once you have completed the RMA request, you will be issued with an RMA number.
- For Medallion Standard – *Bronze, Silver and Silver Replacement*:
  - The address to return the faulty device(s) to will be provided during the RMA process;
  - Please print the shipping document and return your product to the address detailed on the RMA, ensuring a copy of the RMA shipping document is clearly visible.
- For Medallion Standard – *Gold and Platinum*:
  - A technician will be dispatched to arrive within the contracted timescale;
  - Service requests placed after 3pm local time, Monday to Friday will be deemed as having been placed on the next working day.

**Customer Responsibilities:**

In order to enable Intermec to carry out its support obligations the customer without limitation should:

- Check the Intermec on-line Knowledge Central for initial diagnosis and support actions;
- If a repair is required, request a Repair Authorisation number using the RMA process outlined above;
- Where possible, provide a technically competent person with knowledge of the system and fault to actively assist in troubleshooting and diagnosis;
- Acknowledge responsibility for recovering your own application software after any Services have been provided;
- Any other actions that Intermec may reasonably request in order to best perform the service.
- For Medallion Standard – *Bronze, Silver and Silver Replacement*
  - Return the faulty product to the addressed provided with the RMA Intermec in a timely manner;
  - Remove any replaceable items (SIM cards, SD cards, batteries etc).
- For Medallion Standard – *Gold and Platinum*:
  - Provide Intermec with full, safe and prompt access to the products;
  - Ensure the product is in an easily accessible location with adequate space, health and safety conditions;
  - Provide such telecommunication facilities as are reasonably required by Intermec for the performance of its obligations and for any other testing, diagnostic and remedial purposes at the customer's expense.

**Additional Information:**

- In the event that a unit is received with a fault not covered under the contract terms, Intermec will provide a repair quotation under the terms of the Intermec Chargeable Repair Service;
- All repair work and any parts used are supplied with a 90-day warranty valid from the date of repair.

**Customised Service Contracts:**

- In some cases Intermec may be able to tailor service contracts to meet specific customer requirements. To discuss these further, please contact your local Intermec supplier or Intermec Sales representative.

Medallion Standard SD – 8 Mar 2011

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## Medallion® Standard On-site Service

Medallion Standard On-site services are an optional upgrade from the Intermec Standard Warranty that provide additional cover for printer hardware failure and general wear and tear.

- 24 hours/day, 7 days/week access to on-line support via Intermec's Knowledge Central site
- Level 1 telephone support available 5 days/week, 8 hours/day, excluding local and public holidays. Please note: telephone support is not available in the MEIAT region
- On-site repair services offering two response times of 2 Business Days (Gold) or Next Business Day (Platinum)
- Covers hardware failure and general wear and tear

### Comparison against Intermec Warranty

	Base Warranty	Gold	Platinum
Manufacturer Defects	Y	Y	Y
Covers normal wear and tear coverage	-	Y	Y
Covers accidental damage	-	-	-
Includes all materials, parts and labour	Y	Y	Y
Replaces missing or damaged stylus, screen protectors, hand straps, battery covers	-	-	-
Repair turnaround time	15-day	2BD On-site	NBD On-site
Shipping	1-way	1-way	1-way
Telephone support with escalation path	Y	Y	Y
24x7 On-line support	Y	Y	Y
Engineering Changes applied, keeping product up-to-date	-	-	-
Cleaning & PM	-	-	-
90-day S/W Update	-	-	-
Application loading and configuration management	-	Option	Option
Battery maintenance	-	Option	Option
E-pack availability	-	-	-
3 & 5 year coverage options	-	Y	Y

## Fixed Price Repair Services

Intermec provides fixed price repair services for its branded hardware products for failures not covered under Intermec's Standard warranty or a valid Medallion Service Agreement. This service provides the repair of faulty hardware products under the terms below.

- Return to base repair performed at an Intermec Repair Centre with a 15-day repair and return process, excluding delivery times
- Covers hardware failure, general wear and tear, and accidental damage
- Once repaired, a full functional test is performed on the unit, before being cleaned, re-packed and dispatched
- Turnaround time is calculated after the faulty unit is received at the Intermec Repair Centre and the purchase order (or credit card payment where available) is received.

	Tier 1	Tier 2	Tier 3
<b>High level definition</b>	Basic repairs that do not require the device to be opened	Repairs that require the case to be opened AND caused by general wear & tear	Repairs that require the case to be opened AND caused by general wear & tear or Accidental Damage
<b>Includes</b>	Evaluations and basic repairs. NFF, keypads, fuse, hand-straps, stylus, touch screen protectors, triggers and OS reflash/reload	All repairs listed in Tier 1, plus plastics, internal PCB repair/replacement and display faults	All repairs listed in Tier 1 & 2, plus physical damage.
<b>Excludes</b>	Internal PCB repair or replacement, display faults or any damaged part of the device	Physical damage	More than 3 major components, unit is BER
<b>Turnaround time</b>	15-days from receipt of the unit and payment	15-days from receipt of the unit and payment	15-days from receipt of the unit and payment

## Service Description

### Fixed Price Repair Services

THE FOLLOWING SERVICES ARE PROVIDED SUBJECT TO INTERMEC'S CURRENT MEDALLION AGREEMENT AVAILABLE AT [www.intermec.com/agreements](http://www.intermec.com/agreements) OR CUSTOMER'S APPLICABLE SEPARATE SIGNED AGREEMENT WITH INTERMEC.

**Intermec Fixed Price Repair Service is a return to base repair service, with a targeted 15-day repair and return process.** Upon receipt of the faulty product, Intermec trained staff will replicate the fault prior to the repair. Once repaired, a full functional test is performed on the unit, before being cleaned, re-packed and dispatched. Turnaround time is calculated after the faulty unit is received at the Intermec Repair Centre and the purchase order (or credit card payment where available) is received.

#### Service Overview:

Intermec provides fixed price repair services for its branded hardware products for failures not covered under Intermec's Standard warranty or a valid Medallion Service Agreement. This service provides the repair of faulty hardware products and includes:

- Access 24 hours/day, 7 days/week to Intermec's information and support tool. *Knowledge Central* is available at <http://intermec.custhelp.com>;
- Repair of faulty product, including parts and labour;
- Re-pack and dispatch the repaired product to the supplied return address.
- **For Fixed Price Repair – Tier 1**
  - A return to base repair service with a 15-day turnaround;
  - For basic repairs that do not require the device to be opened;
  - Covers evaluations and basic repairs. NFF, keypads, fuse, hand-straps, stylus, touch screen protectors, triggers and OS reflash/reload.
  - Includes: required parts, labour, and return delivery;
  - Devices are subject to a full functional test before being cleaned, re-packed and dispatched back to the supplied return address.
- **For Fixed Price Repair – Tier 2**
  - A return to base repair service with a 15-day turnaround;
  - For repairs that require the case to be opened and caused by general wear & tear;
  - Covers all repairs listed in Tier 1, plus plastics, internal PCB repair/replacement and display faults;
  - Includes: required parts, labour, and return delivery;
  - Devices are subject to a full functional test before being cleaned, re-packed and dispatched back to the supplied return address.
- **For Fixed Price Repair – Tier 3**
  - A return to base repair service with a 15-day turnaround;
  - For repairs that require the case to be opened and were caused by general wear & tear or accidental damage;
  - Covers all repairs listed in Tier 1 & 2, plus physical damage;
  - Devices are subject to a full functional test before being cleaned, re-packed and dispatched back to the supplied return address.

#### Service Exclusions:

Without limitation, this service does **not** include:

- Cost of carriage to an Intermec repair facility;
- Software re-installation, unless the repair requires a factory reset or software install to the latest factory version and this is not excluded within the terms of the contract with the customer;

- Components that are no longer available for purchase on a commercially reasonable basis;
- Devices requiring more than 3 major components to be replaced are classed as beyond economical repair

**Supported Products:**

Currently shipping Intermec branded hardware products as defined for eligibility in the current Intermec Product Price Guide.

**Country Coverage:**

For availability and specific offer information within your country, please contact your local authorised Intermec Sales or Services representative.

**Turnaround Times:**

The Intermec Fixed Price Repair Service is a return to base repair service, with a targeted 15-day repair and return process. Turnaround times are not guaranteed and do not include transit times.

**Support Procedures:**

- For 24 x 7 support information, answers to common questions, or to request technical support, please visit our on-line Knowledge Central at <http://intermec.custhelp.com>;
- For all service requests, please contact your local Intermec Service Representative
- To request a Service Repair you will need the following details:
  - Product Code;
  - Serial Number;
  - Fault Description;
  - Contract Number (if applicable);
  - Return to Address;
  - Contact Name;
  - Telephone number.

**Customer Responsibilities:**

In order to enable Intermec to carry out its support obligations the customer without limitation should:

- Check the Intermec on-line Knowledge Central for initial diagnosis and support actions;
- Return the faulty product in a timely manner;
- Remove any replaceable items (SIM cards, SD cards, batteries etc);
- Where possible, provide a technically competent person with knowledge of the system and fault to actively assist in troubleshooting and diagnosis;
- Acknowledge responsibility for recovering your own application software after any services have been provided;
- Respond promptly to Intermec's written quotation.
- Any other actions that Intermec may reasonably request in order to best perform the service;

**Additional Information:**

- In the event that a unit is received with a fault not covered under the contract terms, Intermec will provide a repair quotation under the terms of the Intermec Fixed Price Repair Service;
- All repair work and any parts used are supplied with a 90-day warranty valid from the date of repair.

**Customised Service Contracts:**

- In some cases Intermec may be able to tailor service contracts to meet specific customer requirements. To discuss these further, please contact your local Intermec supplier or Intermec Sales representative.

Fixed Price Repair SD – 22 May 2012

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## Medallion Support Services Notes:

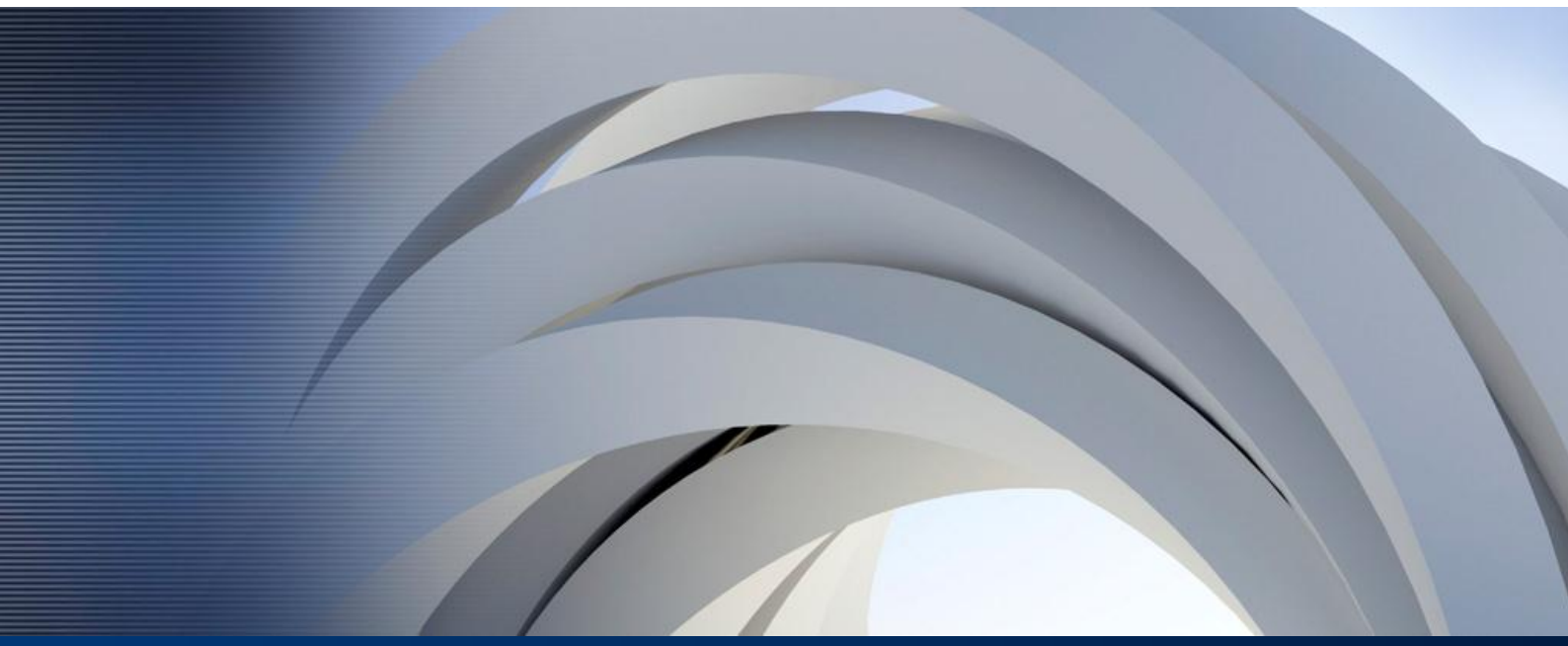
Not all Medallion programs are available in every country. Please contact the local Intermec office in the country you need the service delivered for availability and pricing.

Medallion Complete offers extended coverage on eligible models when a 3-year Bronze or Silver agreement is purchased within 30-days of purchase of new equipment.

## Payment Terms

- **1-year contracts**
  - Half-Yearly Payment: +2% surcharge, with no inflation increase
  - Quarterly Payment: +5% surcharge, with no inflation increase
  - Monthly Payment: +8% surcharge, with no inflation increase
- **3-year contracts**
  - Annual payment: +5% surcharge, with no inflation increase
  - Half-Yearly Payment: +7% surcharge, with no inflation increase
  - Quarterly Payment: +10% surcharge, with no inflation increase
  - Monthly Payment: +13% surcharge, with no inflation increase
- **5-year contracts**
  - Annual payment: +9% surcharge, with no inflation increase
  - Half-Yearly Payment: +12% surcharge, with no inflation increase
  - Quarterly Payment: +15% surcharge, with no inflation increase
  - Monthly Payment: +18% surcharge, with no inflation increase







## Service Delivery

Below are the deliverables that our Service Partners operate under. These detail the actual service provided for each contract type.

	Service Contracts				Ad-hoc Repair Services	
	Medallion Standard	Medallion Select	Medallion Complete	Custom Contract	Standard Warranty	Fixed Price Repair
Repair location	Intermec's Repair Centre or On-site	Intermec's Repair Centre	Intermec's Repair Centre	Intermec's Repair Centre or On-site	Intermec's Repair Centre	Intermec's Repair Centre or On-site
Repair Centre timing	<b>Bronze:</b> 5 Working Days	<b>Bronze:</b> 5 Working Days	<b>Bronze:</b> 5 Working Days	• As defined in the contract.	• 15 Working days.	• 15 Working days from quote acceptance & receipt of purchase order.
<b>Working days from receipt at Intermec to despatch following repair</b>	<b>Silver:</b> 2 Working Days.		<b>Silver:</b> 2 Working Days.			
Days are complete 24 hour periods (except weekends and local/public holidays) from receipt to despatch. E.g. device received on Monday, repair complete and device despatched on the following Monday.						
On-site Timing	<b>Gold:</b> 2 Business Days  <b>Working days from request to Intermec to technician arrival on customers premises</b>  Technician arrives by the end of the 2nd working day, providing request received prior to 15.00.  <b>Platinum:</b> Next Business Day  Technician arrives by the end of the next working day, providing the request is received prior to 15:00  These repair timings will apply also to any T&M repairs required for devices under contract, this timing to start from date of receipt of P.O.					

Service Contracts					Ad-hoc Repair Services	
	Medallion Standard	Medallion Select	Medallion Complete	Custom Contract	Standard Warranty	Fixed Price Repair
Repair Service	All functional faults will be repaired;	All functional faults will be repaired;	All functional faults will be repaired;	As defined in the contract.	As per Intermec Warranty policy. For product this is making good the product or any part thereof which is defective in material or workmanship (normally) within one year of purchase;	Repair all reported damage and any functional faults (subject to quotation acceptance by customer);
What is performed as part of the repair	Replacement of screens, keypads, scanner buttons that have failed through normal usage ("Wear and Tear") is also included;  Software on the device will be unchanged unless the specific repair means a re-flash to the current factory default level.	Replacement of screens, keypads, scanner buttons that have failed through normal usage, general "Wear and Tear", or limited accidental damage is included;  Software on the device will be unchanged unless the specific repair means a re-flash to the current factory default level.	Replacement of screens, keypads, scanner buttons that have failed through normal usage, general "Wear and Tear", or accidental damage is included;  Software on the device will be unchanged unless the specific repair means a re-flash to the current factory default level.		Software on the device will be unchanged unless the specific repair means a re-flash to the current factory default level.	Any warranty faults will also be repaired at no additional charge;  Software on the device will be unchanged unless the specific repair means a re-flash to the current factory default level.
Exclusions	Products outside of their normal contract term; Support of application software; Service or repair of:	Products outside of their normal contract term; Support of application software; Service or repair of:	Products outside of their normal contract term; Support of application software; Service or repair of:	As defined in the contract.	Devices that are no longer under warranty. Products that have reached their service EOL.	Repairs where the necessary spare parts are no longer available
What is not included as part of the repair	Consumables, accessories, external memory cards or other ancillary devices; Customer Replaceable Parts (batteries etc.); Equipment damaged by Customer's negligence Damaged during use for purposes other than for which the Equipment was designed	Consumables, accessories, external memory cards or other ancillary devices; Customer Replaceable Parts (batteries etc.); Excessive damage requiring a replacement main circuit board replacement or whole unit.	Consumables, accessories, external memory cards or other ancillary devices; Customer Replaceable Parts (batteries etc.); Equipment damaged to the extent that the Equipment serial number is no longer verifiable; Damaged during use for purposes other than for which the Equipment was designed			

Service Contracts					Ad-hoc Repair Services	
	Medallion Standard	Medallion Select	Medallion Complete	Custom Contract	Standard Warranty	Fixed Price Repair
Consumables	<b>Not included are:</b> Styluses, battery door covers, screen protectors, hand straps and clips;	Styluses, battery door covers, screen protectors, hand straps and clips to be replaced where applicable;  The damaged items must be sent in with the unit that is being repaired;  Eligibility for consumable replacement applies to depot repair of "Active" Equipment (i.e. devices listed in the current Intermec EMEA Price Guide).	Styluses, battery door covers, screen protectors, hand straps and clips to be replaced where applicable;  The damaged items must be sent in with the unit that is being repaired;  Eligibility for consumable replacement applies to depot repair of "Active" Equipment (i.e. devices listed in the current Intermec EMEA Price Guide).	Straps and stylus to be replaced if broken or unfit for use unless otherwise defined in the contract.	As per Intermec Warranty policy;  Intermec's warranty for supplies (including spare parts, print heads, cutter assemblies, media, pre-printed labels and batteries) is limited solely to free-of-charge replacement of such supplies within ninety (90) days of shipment to Customer.	N/A
Beyond Economic Repair (BER)	BER is when damage sustained to the device requires replacement of 3 of the 4 Major components:  <b>Handhelds:</b> Main Board, LCD, Scanner and Radio.  <b>Printers:</b> Main Board, Print Head, Power Supply  Intermec <u>do not</u> offer a replacement under this contract;  BER devices are returned unrepai red.	BER is damage sustained that requires a main circuit board replacement or whole unit replacement;  Intermec <u>do not</u> offer a replacement under this contract;  BER devices are returned unrepai red.	BER is when damage sustained to the device requires replacement of 3 of the 4 Major components:  <b>Handhelds:</b> Main Board, LCD, Scanner and Radio.  <b>Printers:</b> Main Board, Print Head, Power Supply  Intermec offer a replacement device under this contract;	Unless otherwise defined in the contract, BER is when damage sustained to the device requires replacement of 3 of the 4 Major components:  <b>Handhelds:</b> Main Board, LCD, Scanner and Radio.  <b>Printers:</b> Main Board, Print Head, Power Supply	BER is when damage sustained to the device requires replacement of 3 of the 4 Major components:  <b>Handhelds:</b> Main Board, LCD, Scanner and Radio.  <b>Printers:</b> Main Board, Print Head, Power Supply	Customer will decide if device is BER based on the pricing of the quotation.

	Service Contracts				Ad-hoc Repair Services	
	Medallion Standard	Medallion Select	Medallion Complete	Custom Contract	Standard Warranty	Fixed Price Repair
Cleaning included in Service	N/A	Moderate cleaning including removal of labels (10 Minutes maximum time)	Moderate cleaning including removal of labels (10 Minutes maximum time)	Surface cleaning with wet wipe or similar unless otherwise defined in the contract.	Surface cleaning with wet wipe or similar.	Surface cleaning with wet wipe or similar. Quote for more extensive cleaning if requested or required.
Service Reports	A report listing all repairs can be produced on customer request; Maximum 4 in 12 month period.	A report listing all repairs can be produced on customer request; Maximum 4 in 12 month period; If there are more than 1000 devices on the contract then a quarterly report is automatically produced and sent to the customer.	A report listing all repairs can be produced on customer request; Maximum 4 in 12 month period; If there are more than 1000 devices on the contract then a quarterly report is automatically produced and sent to the customer.	Quarterly report unless otherwise defined in the contract.	N/A	N/A
Service Reviews	N/A	Conference call every 6 months with the owner of the contract	Conference call every 6 months with the owner of the contract	Conference call every 6 months with the owner of the contract unless otherwise defined in the contract.	N/A	N/A
Pricing (Suggested Client Price)	Per Service Contract Price List, including return carriage; Repairs excluded from contract will be charged at Time & materials rates <sup>(1)</sup>	Per Service Contract Price List, including return carriage; Any repairs excluded from contract will be charged at Time & materials rates <sup>(1)</sup>	Per Service Contract Price List, including return carriage; Any repairs excluded from contract will be charged at Time & materials rates <sup>(1)</sup>	As defined in the contract.	No charge for labour, parts or return carriage.	Time and materials <sup>(1)</sup>
Quotations	Where required, quotations will be sent via email to customer as soon as possible, but generally within 5 working days of the device being received at Intermec.	N/A	N/A	As defined in the contract.	N/a	Quotations will be sent via email to customer as soon as possible, but generally within 5 working days of the device being received at Intermec.

Service Contracts					Ad-hoc Repair Services	
	Medallion Standard	Medallion Select	Medallion Complete	Custom Contract	Standard Warranty	Fixed Price Repair
Repair to Intermec component failure	Included	Included	Included	As agreed	Included	Chargeable
Wear & Tear repair	Included	Included	Included	As agreed	No	Chargeable
Accidental damage repair	Chargeable	Included (Limited)	Included	As agreed	No	Chargeable
Mis-use and abuse repair	Chargeable	Included	Included	As agreed	No	Chargeable
Consumables	Chargeable	Damaged styluses, battery door covers, screen protectors, hand straps and clips	Damaged styluses, battery door covers, screen protectors, hand straps and clips	As agreed	No	No
BER	No	Yes	Yes	As agreed	No	No
Cleaning	Included	Included	Included	As agreed	Included	Included
Repair timing	2 or 5 working days	5 working days	2 or 5 working days	As agreed	Reasonable endeavours	15 working days
Quotation timing (if required)	5 working days	5 working days	5 working days	As agreed	N/a	5 working days
Service reports	If requested	Included	Included	As agreed	No	No
Service reviews	If requested	Included	Included	As agreed	No	No

## Global Service Coverage

### EMEAIT

Covering Europe, Middle East, Africa, India, Africa & Turkey



**Service Depots**  
Glenrothes, United Kingdom  
Sömmerda, Germany



### Independent Service Locations

New Delhi, India  
Warsaw, Poland  
Moscow, Russia  
Johannesburg, South Africa  
Riyadh, Saudi Arabia  
Dubai, United Arab Emirates  
Istanbul, Turkey

### EMEA Contact Points

Country	Service Administrator	Contact Phone No	Contact Email	Escalation Email
<b>EE&amp;M</b>	Martina Scheidgen	0049 21153601383	<a href="mailto:martina.scheidgen@Intermec.com">martina.scheidgen@Intermec.com</a>	<a href="mailto:lukasz.wojtasik@intermec.com">lukasz.wojtasik@intermec.com</a>
<b>Benelux</b>	Malika Mellaket	0033 (0)1 41443061	<a href="mailto:malika.mellaket@intermec.com">malika.mellaket@intermec.com</a>	<a href="mailto:dominique.lefloch@intermec.com">dominique.lefloch@intermec.com</a>
<b>France</b>	Malika Mellaket	0033 (0)1 41443061	<a href="mailto:malika.mellaket@intermec.com">malika.mellaket@intermec.com</a>	<a href="mailto:dominique.lefloch@intermec.com">dominique.lefloch@intermec.com</a>
<b>Germany</b>	Rainer Linke	0049 (0)21153601716	<a href="mailto:rainer.linke@intermec.com">rainer.linke@intermec.com</a>	<a href="mailto:udo.koch@intermec.com">udo.koch@intermec.com</a>
<b>Ireland</b>	Irene Thynne	0044 (0)1189230859	<a href="mailto:ServiceUK@Intermec.com">ServiceUK@Intermec.com</a>	<a href="mailto:alex.fildes@intermec.com">alex.fildes@intermec.com</a>
<b>Italy</b>	Silvia Finatti	0039 (0)236725451	<a href="mailto:silvia.finatti@intermec.com">silvia.finatti@intermec.com</a>	<a href="mailto:marco.gambelli@intermec.com">marco.gambelli@intermec.com</a>
<b>MEIAT</b>	Pearl Carpio	00971 (0)43912020	<a href="mailto:pearl.carpio@intermec.com">pearl.carpio@intermec.com</a>	<a href="mailto:darren.arnold@intermec.com">darren.arnold@intermec.com</a>
<b>Netherlands</b>	Malika Mellaket	0033 (0)1 41443061	<a href="mailto:malika.mellaket@intermec.com">malika.mellaket@intermec.com</a>	<a href="mailto:dominique.lefloch@intermec.com">dominique.lefloch@intermec.com</a>
<b>Nordics</b>	Wenche Hagebakken	0047 92236403	<a href="mailto:wenche.hagebakken@intermec.com">wenche.hagebakken@intermec.com</a>	<a href="mailto:jonas.lindelof@intermec.com">jonas.lindelof@intermec.com</a>
<b>Iberia</b>	María de Andrés	0034 918060298	<a href="mailto:maria.deandres@intermec.com">maria.deandres@intermec.com</a>	<a href="mailto:rafael.hernandez@Intermec.com">rafael.hernandez@Intermec.com</a>
<b>UK + I</b>	Irene Thynne	0044 (0)1189230859	<a href="mailto:ServiceUK@Intermec.com">ServiceUK@Intermec.com</a>	<a href="mailto:alex.fildes@intermec.com">alex.fildes@intermec.com</a>

## North America



**Service Depots**  
Charlotte, North Carolina, U.S.A.



**Independent Service Locations**  
Mississauga, Ontario, Canada

## US Contact Points

Country	Country of repair	Contact Name	Contact Phone No	Contact Email
USA	USA	Service Tech	1-800-755-5505 option 1	Premiargroup-charlotte@intermec.com
Canada	Canada	Carmela Perfetti, Bea Ramkissoon	905-673-9333 x 212597 905-673-9333 x 212596	serviceadmindcanada@intermec.com



## Latin and South American Service Locations



**Service Depots**  
Itajubá, Brazil (SOLA)  
Monterrey, Mexico (NOLA)



**Intermec Global Service Partners**  
Assunción, Paraguay (SOLA)  
Buenos Aires, Argentina (SOLA)  
Montevideo, Uruguay (SOLA)  
San Jose, Costa Rica (NOLA)  
San Juan, Puerto Rico (NOLA)  
Santiago, Chile (SOLA)

## LATAM Contact Points

Country	Country of repair	Contact Name	Contact Phone No	Contact Email
<b>Argentina</b>	Argentina	Gustavo Canepa	0054 1143830072	gcanepa@ecadat.com.ar
<b>Brazil</b>	Brazil	Claudia Marra	0055 3536299000	claudia.marra@intermec.com
<b>Costa Rica</b>	Costa Rica	Fernanda Suarez	0052 5552414800 x4856	fernanda.suarez@intermec.com
<b>Mexico</b>	Mexico	Adriana Orta	0052 8111561400 x1437	adriana.orta@intermec.com
<b>Puerto Rico</b>	Puerto Rico	Fernanda Suarez	0052 5552414800 x4856	fernanda.suarez@intermec.com

## APAC Service Locations

**Service Depots**

Shanghai, China  
Sydney, Australia

**Independent Service Locations**

Auckland, New Zealand  
(Will become Service Depot)

Bangkok, Thailand  
Jakarta, Indonesia  
Kuala Lumpur, Malaysia  
Quezon City, Philippines  
Singapore

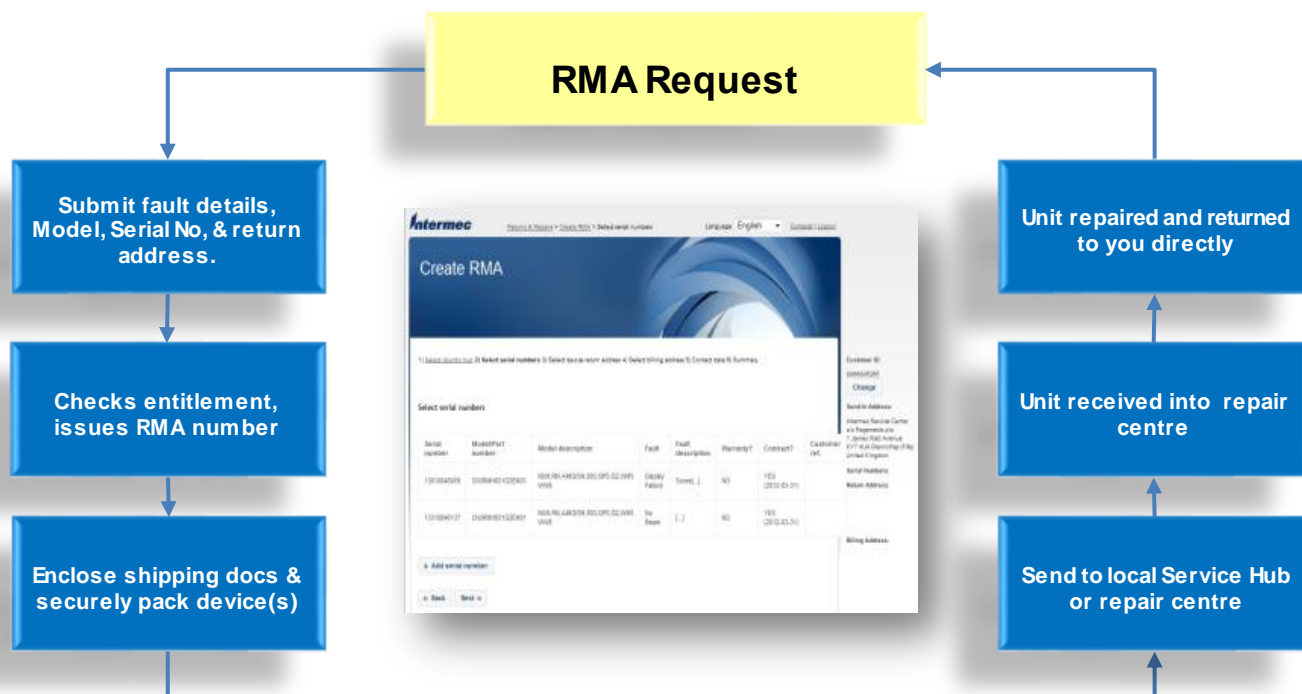
## APAC Contact Points

Country	Country of repair	Contact Name	Contact Phone No	Contact Email
<b>Australia</b>	Australia	Anastasia Ustjuzanina	0061 (0)293304426	anastasia.ustjuzanina@intermec.com
<b>China</b>	China	Anastasia Ustjuzanina	0061 (0)293304426	anastasia.ustjuzanina@intermec.com
<b>Indonesia</b>	Indonesia	Samsudin	0062 2162312893	samsudin@ecsindo.com
<b>Malaysia</b>	Malaysia	KK Lim	0060 362868449	kklim@ecsm.com.my
<b>New Zealand</b>	Australia	Anastasia Ustjuzanina	0061 (0)293304426	anastasia.ustjuzanina@intermec.com
<b>Philippines</b>	Philippines	Dennie Herjas	0063 26883578	dherjas@msi-ecs.com.ph
<b>Thailand</b>	Thailand	Sanong	0066 26566054 x1610	sanong@value.co.th

## How does it work? (RMA Process)

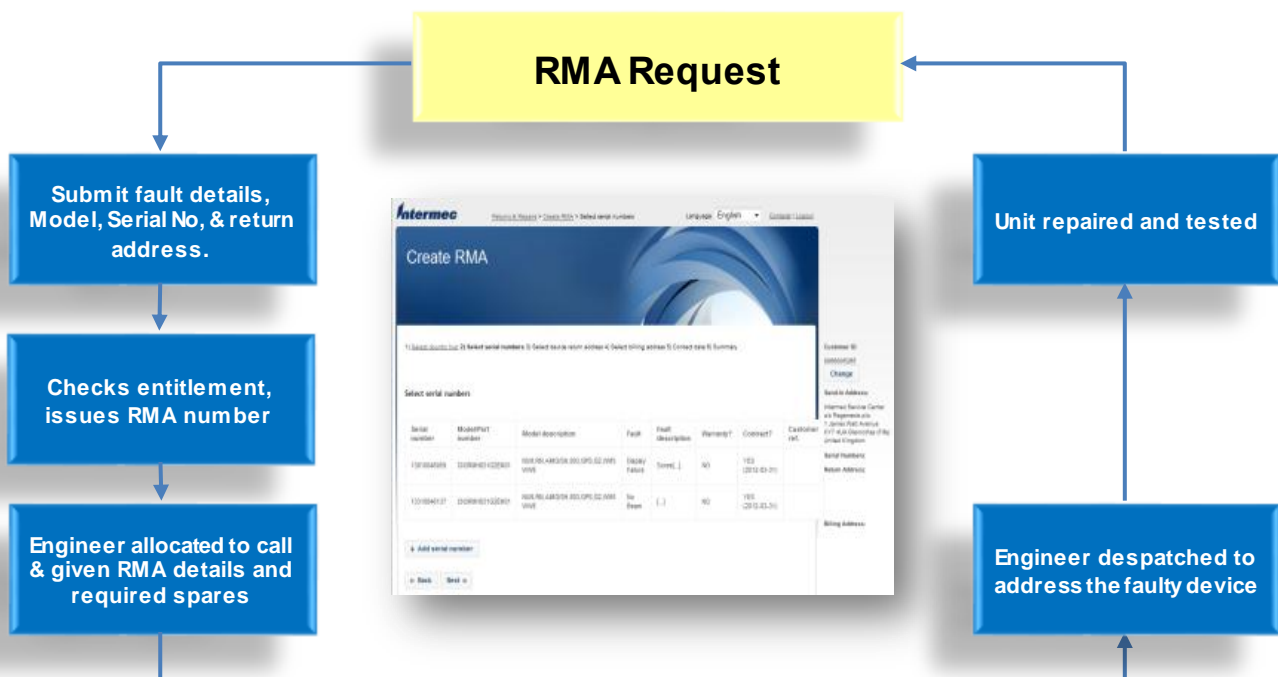
Intermec operate a single process for all types of repair including warranty, contract and out of contract services.

- All repair requests are initiated via our RMA portal
  - An on-line multi lingual tool available 24x7
  - Enables RMA creation, tracking and view history
  - Inbound shipping documents are printed directly
  - The portal URL is [www.intermec-rma.com](http://www.intermec-rma.com) (country dependent)
  - Regional ISL portals
  - Each ISL has its own portal in appropriate local language
- **For Return to base services:**
  - Faulty devices should then be sent to the local Intermec Service Hub.
  - The devices are forwarded to the designated Repair Centre by Intermec;
  - Units are repaired & returned within the contracted time;



- **For On-site services:**

- A technician will be dispatched to arrive within the contracted timescale;
- Devices are diagnosed and repaired on the customers' premises;



### Where can I find the RMA Portal?

The RMA portal is located at: [www.intermec-rma.com](http://www.intermec-rma.com)

### What happens in countries not covered by this RMA portal?

Each ISL has its own portal in appropriate local language.

## EOS/EOC

Intermec operate a single process for all types of repair including warranty, contract and out of contract services

- EOB – End of Build; the date where Intermec stops selling the hardware.
- EOC – End of Contract; the date where Intermec can no longer accept contracts. (1 year prior to EOS)
- EOS – End of Service; the date where Intermec can longer perform work on contracts, time and material, or flat rate break orders. Intermec will no longer sell service parts for products.
- EOL – End of Life – Date when Intermec will no longer provide any type of support including Technical support except self-help on KC.

Partners can find End of Build, End of Service and End of Life dates on Insider under Discontinued Products. This is located at <http://www.intermec.com/support/discontinued/index.aspx>



## SERVICE PARTNERS



## Service Partners

Intermec's repair strategy in EMEA is to outsource repair operations in major strategic geographies to skilled & trained ISLs. Where the ISL model is inappropriate we will appoint authorised repair partners (IGSPs)

- **Intermec Global Service Partner (IGSP)**

The IGSP program is for countries that cannot be serviced by an existing Intermec authorised repair centre, or if there is a commercial reason to have a new service partner in that country/region.

- An Intermec sales & service partner
- Provides a service presence in more countries and a faster in-country service
- Operate under the Intermec Repair Partner program and are certified to repair Intermec products on our behalf.

- **Intermec Printer Sales Partner (IPSP)**

The IPSP program is designed to drive incremental printer sales

- An Intermec sales & service partner for fixed printers only
- Provides a service presence in more countries and a faster in-country service
- Operate under the Intermec Repair Partner program and are certified to repair Intermec products on our behalf.

- **Intermec Service Location (ISL)**

Introduce ISLs strategically into key markets to support standard service delivery

- A dedicated Intermec service delivery partner
- Improves consistency of delivery by adhering to Intermec's rules on repair quality & service offerings
- A services only company and does not sell Intermec or competitor products



## SPARE PARTS



## Spare Parts

Intermec categorises their hardware spare parts into 4 areas and each partner is given access to spares based on their partner status.

- **Z1 – Restricted Spares**

These are spare parts that are used for servicing equipment. Only Intermec Service Partners have access to Z1 spares:

- IPSP's have access to Intermec fixed printer Z1 spares only
- ISL/IGP's have access to all Z1 spares

- **Z2 – Consumables**

Covers all products classified as consumables. All partners have access to Z2 spares

- **Z3 – Print Heads**

Covers all print heads for Intermec printer products. All partners have access to Z3 spares. For Z3 spares

- **Z4 – EOL Accessories**

This covers spares for devices that are no longer in production. Intermec are committed to provide spares for up to 5 years after the EOL of a device. All partners have access to Z4 spares.



## Service Sales

### How to position services

- **Selling a service contract brings value to a customer which increases account control.**
  - *That's a very nice position to have for subsequent orders as it helps with your next quarter's number!*
- **It makes it much more difficult for your customer to choose another supplier.**
  - *Meaning you should have a pipeline of orders.*
- **You have added margin to your deal.**
  - *Services are an easy add-on to a hardware order and usually gain higher margins than the hardware by itself.*
- **You have the foundation blocks for selling future products and up-selling to other services.**
  - *That's an opportunity to revisit the customer at any time in the future.*
- **Selling services brings you recurring revenue.**
  - *Imagine that... revenue that comes in every single month, month after month?*

### If you don't:

- Someone else will!
- Allowing a competitor into your customer to control service can significantly reduce your opportunity for future sales

### Benefits to your customer

- **Total service experience**
  - Medallion services provide a complete support solution that includes: web based advice and help, telephone support, 24x7 repair request and tracking, and repair at a regional Intermec authorised repair centre.
- **Comprehensive cover**
  - With Medallion Complete service, you are covered for general hardware failure, damage to cases & plastics, and other component failure due to accidental damage. Regardless of the type of fault, our Repair Centres provide a repair service that will return your device(s) within the contracted time period following a full functional test and clean after diagnosis and repair.
- **Reduce service costs**
  - With a fixed contract price and offering the highest level of protection against hardware failure caused by accidental damage or general wear & tear, a Medallion Complete service contract can help reduce your service costs by virtually eliminating ad-hoc emergency repair services.
- **Improved device uptime**
  - Medallion Complete/Select/Standard Silver offers a turnaround time that is over 7 times faster than standard warranty coverage, delivering a repair cycle of 2-days instead of 15 days.
- **Convenient web based repair process**
  - Initiate and track your repairs at a time that suit you. Simply log in to our web based repair tool to initiate the repair, receive a Return Material Authorisation (RMA) number, print out the delivery documents, and return to the supplied address.

## Sales Tips on selling services

- Actively market and sell services along with the hardware. Services are products that need to be proactively sold
  - The hardware sale drives the requirement for service
  - Service follows the hardware
  - Ensure you add service to every hardware quote
  - Introduce services early in the sales cycle. If you do:
- You will position yourself as a knowledgeable solution provider looking out for the customer's best interests.
- The customer then knows you understand their business.
- They are already looking to buy and can usually add to the budget to include services.
  - Acceptance is easier at the start of the cycle and virtually impossible after.
- Create complete solutions for your customer
  - Combine your hardware and services to create a customer solution
- Target existing customers first
  - Determine the needs of current customers
  - Start with the 20% of the customers that generate 80% of your business

## E-Packs

### Overview

Intermec Services E-Packs are a commoditised electronic service contract for high volume products ordered in small quantities (less than 50) via Distribution only.

- They offer:
  - 3yr Select or Complete Bronze service only
  - Packs for 1, 5, or 10 devices
  - Fixed price per pack (no PE support)
  - No stock required
  - Distributors use a back-to-back ordering process (1 PO per pack)
  - Upon order to Intermec from the Distributor, Customer details must be provided. Intermec create & send an email contract directly to end user.

### Process

#### VAD

- Receives order for E-Pack;
- Sends a PO to Intermec containing:
  - E-Pack Part No & Qty required
  - End User details
  - Device(s) to be covered
  - Device Serial Number(s)

#### Intermec

- Creates a contract in SAP for the VAD order
- Adds the End User details, devices and serial numbers to this contract
- Email E-Pack and Contract (with no pricing) to End User
- Copy of Contract sent to VAD

#### Notes

- Invoice to end user does not include pricing
- 1 location per E-Pack. Multiple locations on a single E-Pack are not feasible
- PO to Contract turnaround needs to be 48 hours
- No customer registration is required

## Why Renew Service Contracts

Renewing a service contract is one of the simplest ways to generate revenue. Paying attention to when renewals are upcoming and being pro-active will give you results.

- The customer has already chosen service and understands the value
- Be pro-active and the customer will appreciate you notifying them of any contracts that may be ending in the near term. They are much more likely to renew if you are pro-active.
- There is a good possibility you will get a hardware order at the same time as you try to renew the service level

And remember:

- Selling a service contract brings value to a customer which increases account control.
  - That's a very nice position to have for subsequent orders as it helps with your next quarter's number!
- It makes it much more difficult for your customer to choose another supplier.
  - Meaning you should have a pipeline of orders.
- You have added margin to your deal.
  - Services are an easy add-on to a hardware order and usually gain higher margins than the hardware by itself.
- You have the foundation blocks for selling future products and up-selling to other services.
  - That's an opportunity to revisit the customer at any time in the future.
- Selling services brings you recurring revenue.
  - Imagine that... revenue that comes in every single month, month after month?

## Objection Handling

I don't need to sell services	<p><b>If you don't, someone else will!</b></p> <p><b>You just lost account control – the third party who provides the service will now “own” your reputation with the customer and will become the customer's eyes on Intermec quality.</b></p> <p><b>You have just made the next sale harder.... Customers who buy service directly from Intermec are making a bigger commitment than a purchase without. This makes it much more difficult to change hardware suppliers.</b></p>
It's too expensive	Compared to the cost of a replacement unit, Medallion Support offerings from Intermec provide a cost effective solution to keeping a customer's workforce operational.
The customer doesn't have the budget for services	<p>This demonstrates a lack of understanding in the value that a service contract can bring to their business, or how it fits into their technology lifecycle</p> <p>Cost is not usually an issue for customers that recognise the value of services.</p>
Why do I need to buy service if the product is ruggedised?”	<p>Ruggedisation is a product feature and extends the product up-time. It is not a guarantee against failure.</p> <p>Devices are used in demanding, mobile environments. Subject to constant wear &amp; tear. Even under optimal usage conditions, maintenance and repair will be required</p> <p>Service is not just for the product – it's for the way it's used or abused. Even the most rugged product can fail</p>
Why do I need a services contract if a product has a warranty?	<p>Intermec hardware warranty offers a 15-day repair turnaround time and is NOT a service support plan.</p> <p>It is an assurance of manufacturing quality and covers repair for manufacturing and component defects ONLY.</p> <p>Service Contracts provide additional optional cover for general wear &amp; tear PLUS accidental/physical damage, all at a faster turnaround time of 2 or 5 days.</p>

## Q&A

What is the difference between Medallion Complete and Medallion Select?	Medallion Complete is our total-service cover for our more rugged products. Medallion Select provides the same cover specifically for lightweight devices such as the CS40.
Medallion Select – Bronze states ‘limited accidental damage’ is included. What does that mean?	Faulty devices that require a main board or whole unit replacement as a result of physical damage may not be covered under the terms of this contract. Repair or replacement is at Intermec’s discretion.
Do your stated turnaround times include collection or delivery?	No. The quoted turnaround times are the in-depot repair times only. i.e. For a 5-day turnaround, if a customer returns a faulty unit on a Monday, and Intermec receive it on a Tuesday. The unit is repaired and despatched by Tuesday of the following week.
The Medallion Standard - Silver contract includes a 2-day turnaround time for repair. Does that include collection or delivery times?	A 2-day turnaround is the repair time only. i.e. If a customer returns a faulty unit on a Monday, and Intermec receive it on a Tuesday. The unit is repaired and despatched by Thursday of the same week.
I have a Medallion Standard On-site contract. What time do I have to report the fault to Intermec to get an engineer on-site the next day?	If a call is received before 3pm Mon to Fri, an engineer will be despatched to arrive at your customers’ site by the end of the next working day, complete with parts to affect the repair. Calls received after 3pm Mon to Friday will be deemed as having been received on the following working day.
What is the turnaround time for a unit returned under warranty?	Units returned for repair under warranty are repaired, tested and despatched within 15 working days of receipt of the product.
When consumables are replaced, what level of warranty do they have?	These are limited to free-of-charge replacement for ninety (90) days from initial shipment to you.
For a repaired unit or spare part sales, what warranty are they provided with?	Repairs and spare parts carry a 90-day warranty from the date of despatch.
When does the service contract start?	Service contracts start when the devices is despatched directly from the Intermec distribution centre or from when our partner despatches the devices to the end user.
Does a Medallion complete contract for a hand held include the accessories?	It includes hand held accessories, like TS protector, hand strap and stylus. It does not include the battery or any accessories such as a battery charger or power supply. These devices need to be ordered with their own Medallion Contract.



## Further Information

How do I get technical support from Intermec?	<a href="http://intermec.custhelp.com/app/ask">http://intermec.custhelp.com/app/ask</a>
I need to return a unit for repair. How do I do that?	<a href="http://www.intermec-rma.com">www.intermec-rma.com</a>
Where can I go for more information?	<a href="http://www.intermec.com/services/">http://www.intermec.com/services/</a>
Where do I find more details about Medallion Services?	<a href="http://www.intermec.com/services/support-services/medallion-services/index.aspx">http://www.intermec.com/services/support-services/medallion-services/index.aspx</a>
How can I see your repair centre facilities?	<a href="http://www.intermec.com/public-files/videos/en/Intermec_Global_Services_v3_Widescreen.wmv">http://www.intermec.com/public-files/videos/en/Intermec_Global_Services_v3_Widescreen.wmv</a>

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V1.14 2013

