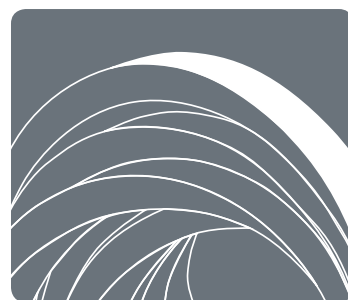
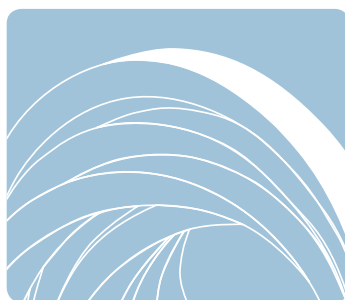




Medallion[®]

SUPPORT SERVICES

Intermec's Medallion Support offerings ensure your business continuity, worker productivity and protection of technology investments.





With a choice of turnaround times and contract durations, the Intermec Medallion Service plans are ideal to meet the demands of your working environment.

Medallion

SUPPORT SERVICES

To ensure the highest levels of productivity and device reliability, Intermec offers the Medallion® Support Services. With a choice of turnaround times and contract durations, these flexible service offerings are ideal to meet the demands of your working environment.

- **Total service experience**

Backed by our regional service centres and global service infrastructure, you can be assured that every part of the overall process is managed by Intermec, with full tracking available until your operational devices are returned to you.

- **Comprehensive cover**

Medallion Complete offers cover for general hardware failure, damage to cases and plastics, and other component failure due to accidental damage.

- **Reduce service costs**

Fixed contract price and protection against accidental damage help reduce service costs by virtually eliminating ad-hoc emergency repair services.

- **Improved device uptime**

Medallion Complete 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**

Simply log in to our web based repair tool available 24 hours per day, 7 days per week to initiate the repair or track the status

With Medallion support, you can choose from the Complete, Select and Standard programs to get the amount of coverage and protection you need for your light, medium, and heavy product handling solutions. Medallion Support enables you to extend your coverage and lock in repair costs for the length of the agreement.

With Medallion Support you also have access to Intermec's online Knowledge Central database for product information and support.

When a repair is required you can access our web based repair tool to initiate the service and track the status until it is repaired and returned to you. This on-line tool is available to you 24 hours per day, 7 days per week, so you can request a repair or check on progress at a time that is convenient to you.

And, with any Medallion contract, return shipping is included at no charge. Every in-depot service also includes preventative maintenance, installation of the latest engineering updates and re-loading of the current factory software. Medallion Support is available in over 70 countries with global pricing and global standards of quality.

Medallion

COMPLETE

For best-in-class service

Even under the best operating conditions, accidents happen. And, in a tough environment like a warehouse or Field Service, even your rugged devices take a beating every day. The Medallion® Complete Program offers the highest level of protection for critical data-collection and mobile computing devices with comprehensive coverage for accidental damage, wear and tear, damaged accessories, product defects, failures and any damage



sustained when the device is used as intended in the work environment.

Medallion Complete also includes committed repair turnaround times and access to Intermec's "Knowledge Central" online database with the latest product and application support information. With Medallion Complete, you can protect your investments and avoid costly operational downtime.

Service overview

- Comprehensive coverage for accidental damage when used as intended in the work environment, wear and tear, product defects or failures
- Coverage for eligible accessories including damaged styluses, battery door covers, screen protectors, hand straps or clips when included with equipment for service
- You choose the level of service that best suits your needs from 2-day repair (Silver) or 5-day repair (Bronze) both performed at an Intermec Authorised Repair Centre
- Locked in pricing for coverage with the option of three year, or five year service agreements. Note: Medallion Complete must be purchased within 30 days of hardware purchase
- Access to Intermec's online Knowledge Central for product
- Authorization requests and access to online service-history reports
- Service includes free preventive maintenance, installation of the latest engineering updates and re-loading of the current factory software (or your preferred version).

Medallion Complete support is available on all currently shipping Intermec branded hardware products as defined for eligibility in the Intermec Price Guide.

Medallion

SELECT

Premier, specialised coverage for light product handling

Medallion Select provides important protection for your investments with coverage for wear and tear, any defects and component-part failures. With Medallion Select, you'll have the benefit of committed response times and cost savings with locked-in pricing for the length of your Service agreement.

Service overview

- Locked-in pricing for coverage for up to three years from the initial hardware purchase
- Offering a 5-day repair service (Bronze), performed at an Intermec Authorised Repair Centre
- Access to Intermec's Knowledge Central for product information and support
- Convenient Online Return Authorization Requests and service history reporting
- Service includes preventive maintenance, installation of the latest engineering updates and re-loading of the current factory software (or your preferred version).

Medallion

STANDARD

Protect your investments and keep your users productive

Medallion Standard provides important protection for your investments with coverage for wear and tear, any defects and component-part failures. With Medallion Standard, you'll have the benefit of committed response times and cost savings with locked-in pricing for the length of your Standard agreement.

Service overview

- Extends warranty and provides coverage for reasonable wear and tear or hardware defect.
- Locked-in pricing for coverage for up to three years from the initial hardware purchase
- Your choice of a 2-day repair (Silver) or 5-day repair (Bronze), both performed at an Intermec Authorised Repair Centre
- Access to Intermec's Knowledge Central for product information and support
- Convenient Online Return Authorisation Requests and service history reporting
- Service includes free preventive maintenance, installation of the latest engineering updates and re-loading of the current factory software (or your preferred version).

Service for retired intermec products

Intermec targets support for a minimum 3 year period after product retirement. Intermec manages part availability or obsolescence to provide product support for as long a commercially feasible.

Ancillary equipment

Service options also available to provide cover for battery chargers, docks, and other ancillary equipment. Please ask your local Intermec sales person for more information.



	Standard Warranty	Medallion Standard					Select		Complete	
		Bronze	Silver	Silver Replacement*	Gold*	Platinum*	Bronze	Silver	Bronze	Silver
15 Day return to base	✓									
5 Day return to base		✓					✓		✓	
2 Day return to base			✓					✓		✓
Next business day delivery				✓						
2 Business days on-site					✓					
Next business day on-site						✓				
Online support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Hardware failure	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Accidental damage							✓ Limited	✓	✓	✓
Wear and tear		✓	✓	✓	✓	✓	✓	✓	✓	✓
Cleaning and PM		✓	✓	✓	✓	✓	✓	✓	✓	✓
90 Day software update		✓	✓	✓	✓	✓	✓	✓	✓	✓

* Not available in all countries. Please call for availability

Custom service offerings

In some cases Intermec may be able to tailor service contracts to meet your specific requirements.

Examples of a tailored service include Advanced hotswap, Battery replacement, and extended hours or durations.

To discuss these further, please contact your local Intermec supplier or Intermec Sales representative.

Europe/Middle East & Africa Headquarters Office
100 Brook Drive, Green Park,
Reading, RG2 6UJ
United Kingdom
Phone: +44 118 923 0800
Fax: +44 118 923 0801

North Latin America Headquarters Office
Mexico
Phone: +52 (55) 5241 4800
Fax: +52 (55) 5211 8121

Asia Pacific Headquarters Office
Singapore
Phone: +65 6303 2100
Fax: +65 6303 2199

North America Corporate Headquarters
United States of America
Phone: +1 (425) 348-2600
Fax: +1 (425) 355-9551

South Latin America Headquarters Office
Brazil
Phone: +55 (11) 5502-6770
Fax: +55 (11) 5502-6780

Internet
www.intermec.com
Worldwide Locations:
www.intermec.com/locations



Copyright © 2012 Intermec Technologies Corporation. All rights reserved.
Intermec is a registered trademark of Intermec Technologies Corporation.
All other trademarks are the property of their respective owners.

In a continuing effort to improve our products, Intermec Technologies Corporation reserves the right to change specifications and features without prior notice. (09/12)