

OVERVIEW

Intermec's Medallion® Support Services are designed to provide flexible solutions that help you realistically achieve your specific service requirements. The wide range of options allows you to select a plan(s) to meet your system needs. You benefit from the knowledge we have gained from servicing networks and systems for thousands of customers in information technology-driven industries. Remote (phone) product support is included with all contracted support services.

Medallion® On-Site Service

This service is for Intermec customers with mission-critical applications who want to have personalized on-site administration and support provided by highly-qualified customer service representatives. Assuring your system's stability and reliability, this program offers four hours of coverage types and three response time commitments from the time of your call, allowing us to tailor a plan to meet your uptime needs. To maximize your uptime, you may choose from three Platinum Plus Extended plans that offer on-site coverage beyond normal business hours. The following Platinum Plus Extended plans have a 4-hour response time commitment and are available for many areas:

- **Platinum Plus Extended 1SM** (24 hrs./7 days)
- **Platinum Plus Extended 2SM** (12 hrs./7 days)
- **Platinum Plus Extended 3SM** (12 hrs./5 days)

For service during standard business hours, the following excellent offers are also available:

- **Platinum Plus®** (Four Hours Response)
- **Platinum®** (Next Day Response)
- **Gold®** (Two Days Response)

The implementation of the latest mandatory engineering upgrades is included with Medallion® On-Site Services.

Medallion® Silver ReplacementSM Service

This proactive service option provides for delivery of customer-owned replacement units to your facility within one day of your call. Additionally, Intermec commits to returning the repaired unit to your remote inventory within 5 days after the receipt of your defective unit at our repair depot, assuring that the agreed to level of your remote replacement inventory is maintained. Silver ReplacementSM is your overnight delivery, warehousing, and inventory management service. As an added benefit, Intermec will pay the overnight freight for shipments to your locations.

Medallion® Depot Service

This service is for customers who want a better response than that provided by standard warranty. You are provided with two depot repair responses to choose from. You may choose from either:

- **Silver®** (Two Days Response)
- **Bronze®** (Five Days Response)

These offers assure that your repaired unit is shipped to you within the designated number of days from its arrival at an Intermec Repair Center.



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ON-SITE SUPPORT SERVICES

Intermec understands the importance of on-site care to maximize system uptime. Because you depend on your data collection system to provide fast, accurate and reliable data, you expect the same performance from your on-site maintenance plan.

Medallion® On-Site Services assure maximum system uptime based on your specific needs. Should you require assistance, our support team ensures that you experience minimal impact on your operation. The Intermec Customer Service Representative has the training, experience, and parts to eliminate the problem on the first visit. Our on-site response, along with the implementation of mandatory engineering updates, reduces your system cost by assuring optimum performance.

You have a number of extended business hours and normal business hours service plans to choose from. These Medallion® On-Site service plans offer various response time commitments:

Platinum Plus Extended 1SM

Four hour on-site response to your calls 24 hours per day, 7 days per week for many areas.

Platinum Plus Extended 2SM

Four hour on-site response to your calls 12 hours per day, 7 days per week for many areas, if your calls are placed before 5 PM, local time.

Platinum Plus Extended 3SM

Four hour on-site response to your calls 12 hours per day, 5 days per week for many areas, if your calls are placed before 5 PM, local time.

Platinum Plus®

Four hour on-site response to your calls during normal business hours, if your calls are placed before noon, local time.

Platinum®

Next day on-site response to your calls if your calls are placed before 5 PM.

Gold®

Two day on-site response to your calls if your calls are placed before 5 PM.

Choose Medallion® On-Site Service for Maximum Uptime

Medallion® On-Site Service is the best choice for your system, providing you with:

- Committed availability for hardware support
- A choice of six on-site plans
- Extended hours coverage
- Priority support from your local customer service representative
- Complimentary replacement unit(s), if required, to meet our committed response and keep your system running
- Operator training to ensure effective use of your equipment
- Free Remote (phone) Technical Support
- Mandatory system upgrades



ON-SITE SUPPORT SERVICES

From Intermec's wide range of On-Site Service plans, you can choose the plan best suited to your company's needs.

Intermec's goal is to assure your total satisfaction. If you have a special support need, we can tailor a plan to fit your requirements.

Comparison of On-Site Support Services and Per-Incident Repair

Service Offered	Platinum Plus Extended Plans (4 hours)	Platinum Plus® (4 hours) Platinum® (Next Day) Gold® (Two Day)	Per-Incident
On-site visit to identify and help eliminate potential problems	•	•	
Extended hours coverage	•		
Operator training	•	•	
Committed On-Site response time	•	•	
Install of mandatory engineering changes	•	•	
Free remote (phone) product support	•	•	
Factory trained and certified technicians	•	•	•

For more information please call: **1-800-755-5505 U.S.**

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SILVER REPLACEMENTSM SERVICE

Acquiring maximum value and performance from your Intermec system requires quick overnight response and a proactive contingent inventory should a problem arise. You need a service plan that allows you to meet your requirements quickly and cost-effectively.

With Medallion® Silver ReplacementSM Service, we ship a replacement unit from your pre-purchased inventory via overnight delivery to arrive at your location the next business day. Each replacement unit will be shipped in reusable/returnable packaging to facilitate the return of the defective unit to the Intermec Repair Depot for any needed repairs. Your returned defective unit will be repaired and used to replenish your replacement pool within 5 days after its receipt at our depot. Additionally, we warehouse and manage your replacement inventory to assure that it is ready for shipment when needed. Your telephone call, if received before 3 PM, immediately starts a replacement unit on the way for next business day delivery at our expense.

Silver ReplacementSM Service consists of:

Customer-Owned Inventory

You will have your own pre-purchased replacement inventory. Replacement inventory is typically 5 to 15 percent of the on-line equipment, depending on environmental and operational factors.

Overnight Delivery of Replacement Units

Replacement units will be shipped overnight for next business day delivery to your designated location, if your call is received before 3 PM local time.

Reusable/Returnable Packaging

All replacement units are shipped in reusable/returnable packaging to save you the trouble of finding a suitable container for the return of your defective unit to the Intermec Repair Depot for repair and replenishment of your replacement pool.

Depot Repair

All returned defective units will be repaired to operational condition by experienced and trained depot repair technicians within 5 days after their receipt at our repair depot.

Warehousing and Inventory Management

Your replacement inventory will be stocked at our computerized warehouse and your serialized configurations will be managed to make sure they are ready for shipment when you need them.

Monthly Reports

You will be provided with monthly reports showing all replacement activity including call times and dates, ship dates, return dates and quantities in your replacement pool.



SILVER REPLACEMENTSM SERVICEComparison of Silver ReplacementSM and Depot Service

Service Offered	Silver Replacement SM Service	Depot Service
Overnight shipment of replacement(s)	•	
Customer-owned replacement units	•	
Warehousing of replacement inventory	•	
Replacement inventory management	•	
Free shipment of replacement	•	
Committed response time	Next day	2 & 5 days
Preventive maintenance (printers over 20 lbs.)	•	•
Priority for technical resources	•	•
Factory trained and certified technicians	•	•
Manufacturer direct support program	•	•

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DEPOT SUPPORT SERVICES

Intermec offers you contracted depot support services to sustain your data collection system. With low-cost depot support services, Intermec provides repair or a replacement for your data collection products. These depot support services assure that your system's performance meets your needs at a minimum cost.

Medallion® Depot Service

Depot Service provides you with two return-to-depot plans. These plans are:

- **Silver®**
- **Bronze®**

With Silver®, your repaired unit will be shipped to your location within two days of its receipt at our Repair Depot.

Bronze® provides for the return shipment of your unit within five days of its receipt at our Repair Depot.



DEPOT SUPPORT SERVICES

Comparison of Depot Support Plans and Warranty Repair

Service Offered	Depot Service	Warranty Repair
Committed response time	2 & 5 days	15 days*
Priority for technical resources	•	
Factory-trained and certified technicians	•	•
Manufacturer direct support program	•	•

*15 days for most products. See your sales rep for specifics.

For more information please call: 1-800-755-5505 U.S.

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