



# Medallion

## SUPPORT SERVICES

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





*Medallion Support offers a variety of programs and options to meet your business requirements*

## Choose the service level that fits your business needs

The **Silver (two-business days)** or the **Bronze (five-business days)** service options are in-depot services to ensure your critical data-collection devices are repaired and tested quickly and effectively. No other company offers a faster depot turnaround than Intermec's Silver (two-business day) service option.

**Medallion Silver Replacement: Your Equipment "On Demand"** Upgrading to the **Silver Replacement Service** provides overnight replacement of a device. Once received at the depot, the device will be repaired and then returned to your customer-owned, and Intermec-managed, inventory in two business days.

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 have also have comprehensive telephone support and access to Intermec's online Knowledge Central database for product information and support. When service is needed, you can make requests for a "Return Authorization" (RA) online with 24/7 access to a variety of reports and information including, status of devices submitted for repair, service history and inventory statistics. 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, phone support 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.
- 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.
- Telephone-based technical support
- 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

### 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
- Telephone-based technical support
- Access to Intermec's Knowledge Central for product information and support
- Convenient Online Return Authorization 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).

### Onsite Service for Select Printers

For Intermec fixed printers, you can choose **Gold (second business day)** or **Platinum (next business day)** on-site Medallion Service option. Preventive Maintenance is available.

## Medallion

### SELECT

#### Premier, Specialized Coverage for Light Product Handling

A comprehensive program designed for the unique needs of light product handling solutions, such as the CS40, Medallion Select provides coverage for accidental damage and hardware failure.

#### Comprehensive Coverage

- Locked-in pricing for coverage for up to three years from the initial hardware purchase
- Telephone-based technical support
- 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).

### Additional Intermec Support Services

#### Multi-Vendor Product (MVP) Service Plan

Intermec's MVP Program provides service for select non-Intermec products (printers, scanners, terminals & RF network products). Under the MVP Program, both Gold and Bronze Medallion Service Plans are available. Intermec's MVP Program offers convenience and saves time with a single source for your service needs – giving you one number to call, one contract, and one place to track and manage your service needs and history.

For a complete list of brands supported by the Intermec Medallion® Multi-Vendor Product (MVP) Repair Services Program, go to [intermec.com/MVP](http://intermec.com/MVP).

#### Flat Rate Repair

For out-of-warranty devices not covered by a Medallion Service Contract, Flat Rate incident repair provides a guaranteed price regardless of repair type. Flat Rate repair pricing eliminates the need to get estimates and avoids a lengthy approval process associated with time and materials repairs. Turnaround times under this program are 15 days or best effort.

#### 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 as commercially feasible.

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