

Service profile

# Depot Plans

Medallion® Service Contracts



- Contracted turnaround times
- Time and money savings over per-incident repair
- Built in price protection—no surprises
- Industry-recognized, best-in-class service and support

## Dependability

Intermec provides dependable repair service that you can count on. If Intermec says the device will be returned on or before the target date, it will be. When time is critical and devices need to be as productive as possible, for as long as possible, it's good to know that there's no more effective method than Intermec Medallion® Service Contracts. Both the Silver and the Bronze versions of our Depot plans ensure that critical data collection devices are repaired and tested quickly and effectively. The Silver plan provides for a 2-business-day in-depot turnaround schedule. Bronze offers a 5-business-day turnaround.

## Money Savings

Medallion® Service Contracts provide direct savings when compared to per-incident repair pricing. Per incident repair is one "Flat Rate" price regardless of the Repair type. You can recognize a significant cost savings when your products are covered under a Medallion® Contract.

You enjoy a lower price with our Medallion® Service Contracts when ordered within 30 days of the purchase of coverage. When you purchase a 3-year pre-paid contract the savings are even better with Medallion® Complete coverage.

## Added Value

It's good to know that throughout the life of the contract, the price for repairs will be the same—nothing beyond the original contract price for covered problems. When the cost for repairs has been locked in, there are no un-budgeted surprises. With Medallion® Service Contracts, return shipping is always at no charge. Medallion® Depot plans also provide free, cleaning, free preventive maintenance, free implementation of the latest engineering-mandated updates, and free re-loading of the current factory software (or the customer-preferred version, if pre-specified) when devices pass through a repair cycle. Telephone-based technical support for Medallion® customers is free.

## Reputation for Quality

When you purchase the best in data collection hardware, you deserve the best in service and support. Intermecc is known worldwide for the quality of its service and support. Intermecc has been consistently named the best in support and service by industry analyst surveys of all data collection. Intermecc repairs are performed by factory-authorized service technicians. When Intermecc-authorized parts, test fixtures and procedures are employed, the return to true factory operating condition of devices is ensured.

Quality repairs prolong the useful life of equipment, reducing the Total Cost of Ownership. Trust Intermecc devices to a combination of direct and authorized Intermecc repair centers for the highest quality of repairs. Intermecc guarantees repairs for 90-days.

## Much More than Warranty

As is universal for manufacturers, Intermecc's product warranty covers only defects in materials and workmanship. Medallion® standard coverage—providing coverage not only for defects, wear, but also component failures—is the best in the industry.

## Medallion® Complete Coverage

In addition to providing all the benefits of industry-leading service and support, when service is purchased at the same time as the hardware, Intermecc 3 and 5-year, pre-paid Depot repair plans include Medallion® Complete coverage for eligible devices. Medallion® Complete covers defects, wear, failures, and also any damage sustained while the device is being used as intended in the work environment. When you elect to only purchase Medallion® Services for only select devices in your data collection solution, you are only partially protected.

Peace of mind comes when you know that you are fully protected. Medallion® Complete coverage is not limited to a few, select models, but is available for the total Intermecc data collection solution, including eligible accessories.

## Everywhere You Need us to Be

Intermecc Medallion® Service Contracts are everywhere you need us to be, with global pricing; global standards, and reduced cross-border hassles. Intermecc offers Medallion® Complete in the major

markets of North America, Latin America, Europe and Asia Pacific. Worldwide, with a Medallion® Service Contract you can search our "Knowledge Central" online knowledge base to find the latest product and application support-related information. In the USA, you can apply for Return Authorizations, and view a variety of contract-related online reports, 24x7.

To review Medallion® Terms and Conditions, please visit us at [www.intermec.com/agreements](http://www.intermec.com/agreements).

## What's Included?

	Standard Warranty	Per-Incident Flat Rate Repair*	Medallion® Depot Service Plans	Medallion® Complete Depot Service Plans
No-added-charge repair of any integrated part or component damaged while device is being used as intended				✓
Components or parts failures even if those failures are not related to defects in materials or workmanship		✓	✓	✓
Covers normal wear and tear		✓	✓	✓
Covers defects in materials and workmanship	✓	✓	✓	✓
Coverage also applies to accessories	✓		Coverage available for many accessories	Coverage available for many accessories
Cleaning and preventive maintenance of devices under repair			✓	✓
Contracted Turnaround Times			✓	✓
Term	Maximum 1 year**		Minimum 1 year	Minimum 3 years

\*Per incident repair is one "Flat Rate" price regardless of the Repair type.

\*\*The warranty for some Intermecc data capture products is 3 or 5 years.

### North America

#### Corporate Headquarters

6001 36th Avenue West  
Everett, Washington 98203  
Phone: (425) 348-2600  
Fax: (425) 355-9551

#### South America & Mexico Headquarters Office

Rua Samuel Morse,  
120-9ª. Andar  
Brooklin - 04576-060  
São Paulo/SP - BRAZIL  
Phone: +55 11 5502.6770  
Fax: +55 11 5502.6780  
[www.intermec.com.br](http://www.intermec.com.br)

### Europe/Middle East &

#### Africa Headquarters Office

Reading, United Kingdom  
Phone: +44 118 923 0800  
Fax: +44 118 923 0801

### Asia Pacific

#### Headquarters Office

Singapore  
Phone: +65 6303 2100  
Fax: +65 6303 2199

### Internet

[www.intermec.com](http://www.intermec.com)  
Worldwide Locations:  
[www.intermec.com/locations](http://www.intermec.com/locations)

### Sales

Toll Free NA: (800) 934-3163  
Toll in NA: (425) 348-2726  
Freephone ROW: 00 800 4488 8844  
Toll ROW: +44 134 435 0296

### OEM Sales

Phone: (425) 348-2762

### Media Sales

Phone: (513) 874-5882

### Customer Service and Support

Toll Free NA: (800) 755-5505  
Toll in NA: (425) 356-1799

Copyright © 2009 Intermecc Technologies Corporation. All rights reserved. Intermecc is a registered trademark of Intermecc Technologies Corporation. All other trademarks are the property of their respective owners. Printed in the U.S.A. 611844-01B 04/09

In a continuing effort to improve our products, Intermecc Technologies Corporation reserves the right to change specifications and features without prior notice.

