Printhead Replacement Program

The most comprehensive printhead replacement program in the industry

- Provides no-cost printhead replacement for all Intermec printers
- Reduces total cost of ownership, speeds up return on investment
- Applies to all Intermec media supplies
- Available globally

How does Intermec Original Equipment Media save me money?

Media can be sourced globally with several formulations of raw materials and when combined may appear functional but over time will create excessive wear.

Intermec maintains a world-class lab that measures the critical components such as:

- Tensile strength and tear resistance to ensure durability
- Adhesive bond strength to prevent edge lift after the product is applied
- Opacity of the face-stock for optimal sensor performance to ensure consistent feeds
- ANSI Grade A verification to verify that each and every code is reliable

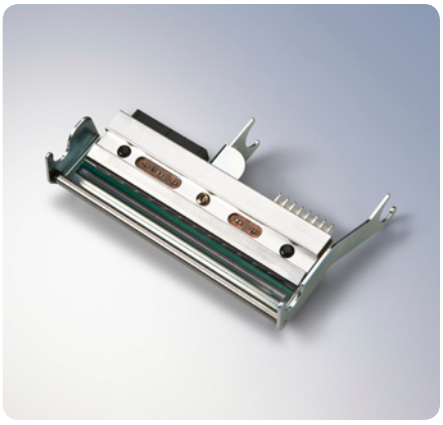
This high standard of performance is measured with our printer's core component, the printhead that allows us to guarantee the life of the printhead that is co-engineered with quality out of the box.

How do I take advantage of the cost savings?

It is simple as contacting your local Intermec partner to enroll. Our product experts simply review your current Intermec printer and make a recommendation for your application whether it is item level identification, secondary packaging, RFID or perhaps a new product that our engineers need to create for your application.

What happens after I enroll?

After ordering a minimum of (1) million linear inches/25 km of material or approximately 167 rolls of Intermec OEM Direct Thermal Media, or (2) million linear inches/50km or approximately 334 rolls of Thermal Transfer Media, a FREE printhead is provided for printer installation.



What are the benefits in the long term?

- More printer uptime with a lower total cost of ownership
- Increased Return On Investment based on an extended printer life
- Your trading partners know that you don't over look any detail – even down to the codes you print with Intermec Original Equipment Media

Intermec®

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How it Works

Intermec will provide no cost replacement printheads, as failures occur due to normal wear and tear, to those customers who use Intermec Media Products exclusively with their Intermec direct thermal and thermal transfer printers*. If the Defective/Failed printhead must be replaced by an Intermec service technician, installation labor hours and any travel time incurred is billable unless provided for under a specific Medallion service plan**.

Those customers not supported by an Intermec Medallion Agreement must request a return authorization number and return the "Defective/Failed" printhead to a designated Intermec service location for inspection. Damage to the printhead that is beyond normal wear and tear, ie. shows visible marks or damage, may result in charges at the current list prices for the replacement printhead.

To qualify to receive a free replacement printhead under this program the user must have purchased a minimum of (1) million linear inches/25 km of material or approximately 167 rolls (based on 6,000" roll) for each printhead replaced.

This program is not a warranty program, nor is it an added cost to the media. The program is made possible through the exclusive use of Intermec supplies, which features the high quality and co-engineering of Intermec supplies and Intermec printers you've come to expect.

Scope

The Intermec printhead replacement program is applicable to all Intermec supplies, including direct thermal and thermal transfer labels and tags and thermal transfer ribbons offered by Intermec for Intermec printing solutions.

Program Benefits

With the Intermec assurance of quality and performance, the printhead replacement program is designed to ensure our customers the lowest total cost of ownership and the fastest return on their printing solution investment.

Contact your Intermec representative today for more information.

*Assumes that the printer in question is run at recommended speed for the material used. Running at speeds higher than recommended negates the replacement program.
**For more information on Medallion Maintenance programs and their benefits contact your local Intermec representative.
***Intermec portable printers are not available for this program.

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