

# 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
- Devices can be eligible for comprehensive-type coverage under this plan type

## Dependability

Intermec provides dependable repair service the customer 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 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 two-business-day in-depot turnaround\* schedule. Bronze offers a five-business-day turnaround.

## Money Savings

Medallion Service Contracts offer Customers direct savings when compared to per-incident repair pricing. It's also usually significantly higher than contract pricing. Customers enjoy a lower price for their Medallion Service contracts when ordered within 30 days of the purchase of coverage-eligible hardware. When

customers purchase a 3-year pre-paid contract the savings are even better, and Medallion Complete coverage is applied automatically, at no extra charge.

## 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 to the customer. Medallion Depot customers also receive 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, and not limited to the discussion of issues specific to the covered device.

### Reputation for Quality

When a customer purchases the best in data collection hardware, they deserve the best in service and support. Intermec is known worldwide for the quality of its service and support. Intermec has been consistently named the best in support and service by industry analyst surveys of all data collection customers—not just Intermec’s. Intermec repairs are performed by factory-authorized service technicians. When Intermec-authorized parts, test fixtures and procedures are employed, the return to true factory operating condition of mission-critical devices is ensured.

Quality repairs prolong the useful life of equipment, reducing the Total Cost of Ownership. Intermec can service and support Intermec- manufactured devices better than anyone else. Intermec repairs are warranted for 90 days, an industry-leading standard.

### Much More than Warranty

As is universal for manufacturers, Intermec’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, Intermec 3-year, pre-paid Depot repair plans include Medallion Complete—comprehensive-type coverage for eligible devices—at no extra charge. Medallion Complete covers defects, wear, failures, and also any damage sustained while the device is being used as intended in the work environment. Service contract coverage applied to only some of the

components of a data collection solution leave the customer only partially protected. Medallion Complete coverage is not limited to a few, select models, but is available for the total Intermec data collection solution, including eligible accessories.

### Everywhere You Need us to Be

Medallion Service Contract Bronze 5-day Depot Plans are available in over 70 countries, covering all major regions of the world. Intermec Medallion Service Contracts are everywhere our customers

need us to be, with global pricing; global standards, and reduced cross-border hassles. Intermec offers Medallion Complete in the major markets of North America, Latin America, Europe and Asia Pacific. Worldwide, Medallion® customers can search our “Knowledge Central” online knowledge base to find the latest product and application support-related information. In the USA, Medallion® customers can apply for Return Authorizations, and view a variety of contract-related online reports, 24x7.

### What’s Included?

	Standard Warranty	Per-Incident Repair	Depot Service Plan	Depot plus Medallion Complete
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 of covered Main Models	Coverage available for many accessories of covered Main Models
Cleaning and preventive maintenance of devices under repair			✓	✓
Contracted Turnaround Times			✓	✓
Term	Maximum 1 year*		Minimum 1 year	Minimum 3 years

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

\*\*Some older models, while still active, may not qualify. Please confirm eligibility with your authorized Sales or Service representative.

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