

Service Profile

- No-hassle coverage with built-in price protection
- Unmatched performance-to-contract levels
- Direct and indirect cost-of-ownership savings
- Committed turnaround and response times



MEDALLION® COMPLETE SERVICE AGREEMENTS

Medallion Complete offers worry-free coverage of critical data collection devices against defects, failures and damage, at no extra charge. If a part or component is broken, we repair it or replace it.

Medallion Complete can offer substantially greater value and cost protection in terms of what is covered. Cracked a case? Damaged a display? Even under the best of operating conditions, accidents can happen. With Medallion Complete, those occasional mishaps are covered. Regular wear and tear, component and parts failures, and incidental damage are all covered.

With a three-year Medallion Complete agreement on your eligible equipment, you pay nothing beyond the price of the contract for repairs on covered devices. With price protection and complete coverage built in for the agreement, budgeting for maintenance couldn't be easier.

Medallion Complete coverage from "day one" not only goes beyond warranty and Standard Medallion, but offers the kind of

cost protection that is not available with Flat Rate, or Time & Material repair billing.

Achieve indirect cost savings by taking advantage of the full-service capacity of Intermec, including unrestricted telephone technical support, 24-hour online repair and inventory reporting, and committed turnaround times. These services will help you limit or prevent costly production downtime.

Medallion Complete agreements include a variety of depot plans and an overnight advance spares replacement program at industry-leading performance rates, and an unmatched 90-day guarantee on repairs. Available with 5-business day (Bronze Complete) and 2-business day (Silver Complete) turnaround commitments, depot plans ensure that critical devices are repaired and tested to exacting factory standards and failed components are replaced. The Medallion Complete overnight spares replacement plan (Silver Replacement Complete) provides "on demand" spare devices to fill performance gaps and keep critical systems up and running.

Medallion Complete vs. standard Medallion		
Category	Standard Medallion	Medallion Complete
Models Covered	All Intermec-branded models that have not yet reached "End of Service" status; selected Cisco devices; many accessories	Most Intermec-branded products that have not yet reached "End of Build" status; selected Cisco devices; etc.
Term limits	1, 2, 3, 4 or 5-year terms available	3-year term
Purchase requirements	Purchase at any time in hardware life cycle	Must be purchased within first 30 days of purchase of new hardware; or at next scheduled renewal opportunity for currently eligible equipment. (Renewal must be for 3 years). Cannot replace contract for same devices if cancelled within the past 12 months
Commitment terms	5 and 2-business day depot turnaround; overnight advance spare replacement; Next- and 2 nd -business day on site response*	5 and 2-business day depot turnaround; overnight advance spare replacement *
Damaged equipment	Will likely result in additional charges if neglect is determined	Covered***
Geographical coverage	Minimum plan level of 5-business day depot turnaround available in over 70 countries**	Minimum of 5-business day depot turnaround available in North America, Latin America, Asia-Pacific and Europe (14 countries)**
<small>* Not all programs are available in all countries; check with local service manager for availability. ** Some locations may be able to offer other turnaround or response commitments. *** As long as the equipment is repairable.</small>		

Medallion Complete, Model Eligibility	
Model or Category	Standing
Intermec-branded models available in the current Price Guide (except as noted below)	Eligible
Accessories for eligible products as long as the accessory itself is also eligible for Medallion coverage	Eligible
Cisco-branded devices from the current Intermec Price Guide	Eligible
PB42 portable printer	Eligible
Other portable printers	Not Eligible
13xx, 14xx, 15xx, 18xx, and fixed scanners, base stations and decoders	Not Eligible
24xx computers	Not Eligible
3xxx, 4xxx printers	Not Eligible
i-Safe models	Not Eligible

Eligible products include most models in the current Intermec Price Guide. Please visit website below for the most up-to-date listing of eligible model groups.

Additional Information
For more about Medallion Complete Service Agreements, please visit us at www.intermec.com/MedallionComplete.



North America
Corporate Headquarters
6001 36th Avenue West
Everett, Washington 98203
tel: 425.348.2600
fax: 425.355.9551

550 2nd Street S.E.
Cedar Rapids, Iowa 52401
tel: 319.369.3100
fax: 319.369.3453

Media Supplies
9290 Le Saint Drive
Fairfield, Ohio 45014
tel: 513.874.5882
fax: 513.874.8487

Canada
7065 Tranmere Drive
Mississauga, Ontario
L5S 1M2 Canada
tel: 905.673.9333
fax: 905.673.3974

**Europe/
Middle East & Africa**
Headquarters
Reading International Business Park
Basingstoke Road
Reading RG2 6DD
United Kingdom
tel: 44.118.923.0800
fax: 44.118.923.0801

Asia
Asia Regional Office
#05-02A/03 New Tech Park
151 Lorong Chuan
Singapore 556741
tel: 65.6303.2100
fax: 65.6303.2199

Beijing Representative Office
29 FL, Unit A1, China Merchant Tower
118 Jian Guo Road
Chaoyang District, Beijing 100022
Tel: 86.10.5165.5922
Fax: 86.10.6567.6778

Australia
Level 4, 1-3 Atchison Street
St. Leonards, NSW 2065
Australia
tel: 61.2.9330.4400
fax: 61.2.9437.0204

South America & Mexico
Intermec South America Ltda.
Rua Samuel Morse 120 9 andar
Brooklin CEP04576-060
São Paulo, SP
Brazil
tel: 55.11.5502.6770

Intermec Technologies de Mexico
Av Tamaulipas #141, Primer Piso
Col. Hipodromo Condesa
Mexico, DF, 06140 Mexico
tel: 525.55.241.4800
fax: 525.55.211.8121

Internet
www.intermec.com

Sales
800.934.3163
(toll free in N.A.)
tel: 425.348.2726

OEM Sales
tel: 425.348.2762

Customer Service and Support
800.755.5505
(toll free in N.A.)
tel: 425.356.1799

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