

Medallion Complete FAQs

Q: What is “Medallion Complete”?

A: Medallion Complete is comprehensive service option to Medallion depot and advance replacement plans that meets or beats the competition in terms of: which models are covered; where they are covered; and how they are covered. When a 3-year Bronze, Silver or Silver Replacement agreement is purchased within 30 days of the purchase of new hardware, Medallion Complete is automatically applied, and does not require a premium price.

Q: What products are covered under Medallion Complete?

A: Virtually *all* newer Intermec branded products in the Price Guide are eligible (along with their associated, Medallion-eligible accessories); the only exceptions are certain older, certain non-RoHS models such as 24xx; older scanners, printers, and “i-safe” models. Cisco products that have Medallion coverage are also eligible. Medallion Complete is available in 14 countries.

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

Q: How can I keep up to date on which models are eligible?

A: For the most up-to-date information on eligible models, please refer to the current Price Guide. Eligible model names will be marked with * in the pdf version of the North American Price Guide. A separate column on the Medallion Services tab in the spreadsheet version of the North American Price Guide will indicate which models are eligible with ** displayed on the same row as the eligible model.

Q: How does a customer qualify for Medallion Complete? Is there a premium price?

A: Most customers qualify by simply asking for 3-year coverage of new product within 30 days of purchase of that new product—at no extra charge above and beyond standard Medallion coverage.

Q: Can renewing customers qualify?

A: Yes, at the time of their regularly-scheduled renewal, if they sign up for a three-year renewal contract and the covered models are eligible.

Q: What customer categories are eligible for Medallion Complete?

A: Eligible customer categories are addressed in the following chart:

Customer Eligibility for Medallion Complete

Customer Category	Eligible?
Purchased eligible hardware within 30 days, and...	✓
Not cancelled a standard Medallion agreement for the same equipment within one year of current date	✓
Or, at scheduled renewal of eligible hardware (after October, 2006), and when the renewal is for three years	✓

Q: Couldn't a contract owner, simply cancel a recently purchased "standard" Medallion contract and get the more favorable Medallion Complete?

A: No. One of the "ineligible" categories for purchase of Medallion Complete includes customers who have cancelled a Medallion contract on the same equipment within one year.

Q: When does "Medallion Complete" start?

A: October 1, 2006.

Q: Will you grandfather current owners of standard Medallion to the new coverage, assuming their hardware is eligible for the extended coverage?

A: Yes, under certain conditions:

- Current holders of 3-year Medallion agreements for Bronze, Silver, or Silver Replacement plans, that cover models eligible for Medallion Complete, who purchased the hardware covered by these agreements between August 1 and September 30, 2006, will have these agreements automatically converted to Medallion Complete coverage as of October 1, 2006. We will inform each effected customer of this change. Coverage is not retroactive. Any billable charges incurred prior to the change of coverage, or repairs on products received into the Depot before October 1, 2006, that will incur billable charges are not eligible for reimbursement.
- Current holders of 1-year Medallion agreements for Bronze, Silver, or Silver Replacement plans, that cover models eligible for Medallion Complete, who purchased the hardware covered by these agreements between August 1 and September 30, 2006, can be upgraded to Medallion Complete coverage with the prepaid purchase of two additional years of service. Intermec's "Day One" discount will not apply to the purchase of years two and three. Coverage is not retroactive. Any billable charges incurred prior to the purchase of the additional years of coverage, or repairs on products received into the Depot before October 1, 2006, that will incur billable charges are not eligible for reimbursement.
- Current owners of eligible hardware who purchased that hardware between August 1 and October 1, 2006, who did not purchase *any* Medallion coverage, may purchase 3-year Medallion Complete. Contracts purchased under these terms are not eligible for Intermec's "Day One" discount.

Q: Earlier this year, Symbol launched its "comprehensive coverage" program. Isn't this the same as "no fault"?

A: Symbol's "comprehensive care" plan is not "no fault". It does not cover *any damage for any reason*. Symbol's own documentation states, "product must be operated within its environmental specifications", and, "excluded from coverage is damage....caused by natural or man-made disasters such as fires, floods and theft."

Q: Some reps in the field report customers having been shown a video portraying a customer destroying a Symbol product and Symbol replacing it. What is our response to that video?

A. If such a video exists it is in effect a clever marketing ploy that strictly speaking, does not contradict Symbol's written exclusions to its coverage. However, it is certainly sending mixed messages to Symbol customers with regard to intentional abuse. With Medallion Complete, such damage as likely portrayed in the video would also be covered (i.e., Intermec has no way of knowing what the customer did, or how the damage was incurred--unless there was conclusive evidence of use outside of environmental specifications, or exposure to natural or man-made disaster). However, Intermec does not condone intentional product abuse as a marketing tool.

Q: LXE apparently has a real “no fault” plan. Is this true?

A: LXE's "Repair Plus" is described as extending "Depot Repair coverage to include all physical damage". We could find no documentation of exclusions or qualifications. It is worth noting that Repair Plus is only available at a premium price (about 30% above "Service Pass", LXE's standard offering). At present, Intermec does not believe that a *true* "no fault" program is in anyone's best interests. Customers could lose valuable production time if their operators do not exercise at least some level of responsible handling of equipment. If operators become aware that there are no consequences to intentional mis-use of equipment, it is highly likely that abuse levels will rise. That said, we welcome data from the field as to the prevalence of LXE's Repair Plus; what products it is specifically purchased for; and whether or not customers are experiencing more abuse as a result of the "no fault" coverage.

Q: Is there any chance that Intermec would develop a “no fault” plan?

A: Intermec's new "Medallion Complete" comes close to being a "no fault" program, while still edging out Symbol's "comprehensive" plan in terms of handling, types of equipment and geographies covered.

Q: What exactly does a Medallion Complete contract cover that a standard Medallion contract doesn't?

A: Here is a summary of the differences.

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)**
<p>* 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.</p>		

Q: After the merger, do you suppose Motorola will continue to support a Symbol service program that accepts returns due to customer negligence and deliberate product vandalism?

A: No one imagines that Motorola will condone or encourage product abuse. At the same time, we do not have insight into the cost structure, nor the financials underpinning the sales strategies of either company. Whether it will continue “as is” or not is too early to tell.

Q: For the second year in a row, Intermec was recently named top service provider among rugged handheld computer users in a VDC survey. Is providing “Medallion Complete” even necessary?

A: Being recognized in this way is an honor. However, Intermec is never satisfied in providing the best in customer service. We feel that Medallion Complete is a program appropriately matched to the needs of our customers and to our manufacturing, service and support capabilities.