



MEDALLION® Support Services

Service Contracts/Service Level

Bronze

Silver

Gold

Platin

| Service Contracts/Service Level | Bronze | Silver | Gold | Platin |
|--|---------------|---------------|----------------|----------------|
| Bring – in Service (INTERMEC-Service Center Repair) | ✓ | ✓ | ✓ | ✓ |
| Hardware update (if required) | ✓ | ✓ | ✓ | ✓ |
| Spare Parts for Repair | ✓ | ✓ | ✓ | ✓ |
| Max Repair Turnaround Time (considering regular working days) | 5 days | 2 days | 2 days | 1 day |
| Transportation & Freight (shipping back to customer) | ✓ | ✓ | ✓ | ✓ |
| Spare Part Express Delivery | ✓ | ✓ | ✓ | ✓ |
| Technical Hotline Support | ✓ | ✓ | ✓ | ✓ |
| Response time (considering regular working days) | | | 48 hrs. | 24 hrs. |
| On-Site Service /Repair | | | ✓ | ✓ |
| Travelling Time & Expenses | | | ✓ | ✓ |
| Preparation On-Site-Visit | | | ✓ | ✓ |
| First Hour Overtime per Day included | | | ✓ | ✓ |
| INTERMEC Standard Software-Update (last version, if requires)) | | | ✓ | ✓ |
| Preventive Maintenance according to INTERMEC Schedule | | | ✓ | ✓ |
| Handling of tech. Problems addressed in written Form | | | ✓ | ✓ |
| Special conditions on extra/additional services | | | ✓ | ✓ |

Optional extra benefits

Back-up Unit/Loan Unit

Special Response Time Agreement

Stand-By Service Agreement

Printhead Redemption Programme in Case of exclusive Usage of INTERMEC Media

All Services are based on the valid „Intermec Technologies GmbH Terms and Conditions applicable for Service Contracts“