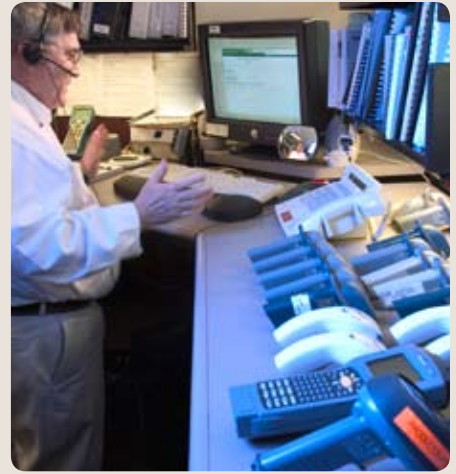


- Depot Plans
- Overnight Exchange Plan
- Medallion Complete Coverage
- On Site Plans
- Third-Party Equipment Coverage
- On Site Preventive Maintenance

Complete Line of Supply Chain Support Services





At Your Service. Intermec's Support Services are customer-driven to excel.

Intermec offers industry-leading post-implementation Support Services to ensure maximum productivity, reduced costs, and investment protection. Your business-critical data collection systems deserve the best service and support available.

Intermec Service Contract

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 for returning them to optimal operation than Intermec service contracts.

What's Covered? What's Included?	Standard Warranty	Per-Incident Flat Rate Repair*	Medallion Service Contracts		
			Standard Depot & Overnight Exchange Plans	Depot & Overnight Exchange Plans with Medallion Complete	On Site Plans
Full coverage included at no extra charge	–	–	–	✓	–
Components or parts failures even if those failures are not related to defects in materials or workmanship	–	✓	✓	✓	✓
Covers normal wear and tear	–	✓	✓	✓	✓
Unrestricted phone-based technical support	–	–	✓	✓	✓
Covers defects in materials and workmanship	✓	✓	✓	✓	✓
Coverage also applies to related accessories	✓	–	Coverage available for many accessories of covered Main Unit	Coverage available for many accessories of covered Main Unit	Coverage available for many accessories of covered Main Unit
Cleaning and preventive maintenance of devices under repair	–	–	✓	✓	–
Contracted Turnaround Times	–	–	✓	✓	✓
Term	Maximum one year**	–	Minimum one year pre-paid	Minimum 3 years pre-paid	Minimum one year pre-paid

*Flat Rate Repair (FRR) offers one price for repair of a device, no matter what is actually in need of service. Flat Rate Repair is usually significantly more expensive than the price of a service contract, because FRR pricing is based on the average estimated cost of all possible repairs, as opposed to the cost of actual repairs averaged out over the population of covered devices.

**The warranty for some Intermec scanners is 3 or 5 years.



“One of the things that was really important to us was that, post implementation, if we experienced failures, Intermec recognised the need, working with GeoPosts’ UK IT department, to ensure the operators had a unit available every day, without fail. Working in conjunction with Intermec, we can now guarantee that in the event of any failures, we will make sure the operators have a unit back, ready for use the next working day.”

Steve Mills, director, information technology, GeoPost

“We stay with Intermec because the SiteCare team knows their own equipment. Also, we see excellent turn around time on repairs, and Intermec charges reasonable prices for the service we get.”

Jim Conger, site IT coordinator, Memphis distribution center, Avery Dennison Office Products North America

Medallion Branded Service

Medallion® Service Contracts provide customers with committed response or turnaround times and the ability to lock in repair budgets for the length of the agreement.

What about Warranty?

Buy Medallion service contracts from “day one”, to receive full coverage benefits for your equipment from system go-live. As is universal for manufacturers, Intermec’s standard warranty covers only defects in materials and workmanship. Intermec Medallion® Service Contracts not only cover defects, but also wear and component part failures.

Medallion Complete Coverage is Free

And if you want even more protection, Intermec’s Medallion® Complete goes one step further by covering incidental damage occurring at the workplace. As long as we can read the serial number, we will repair the device. With a 3-year, pre-paid Medallion Service Contract for Depot or Overnight Exchange Plans, Medallion Complete coverage is included at no extra charge.

Depot Plans

Both the two-business-day (“Silver”) and the five-business-day (“Bronze”) versions of our Depot plans ensure that critical data collection devices are repaired and tested quickly and effectively. No one offers a faster standard depot turnaround than Intermec’s two-business-day Silver plan. Depot plans include Medallion Complete when a 3-year contract is purchased, pre-paid.

Overnight Exchange Plan

Intermec’s overnight exchange (“Silver Replacement”) plan provides “on demand” customer owned spare devices to fill performance gaps and keep critical systems up and running, and also include Medallion Complete coverage for eligible models when a pre-paid 3-year contract is purchased.

On Site Plans

Second business-day (“Gold”) and next business day (“Platinum”) on site response plans are available in the USA within 150 miles of the nearest Intermec-authorized field office. Intermec technicians are dispatched from the largest number of field offices in the industry.

Third-Party Equipment Coverage

“Gold” and “Bronze” coverage plans are available for select non-Intermec data-collection devices, under the Intermec Multi-Vendor Product (MVP) program.

Preventive Maintenance

SiteCaresm is Intermec’s on site preventive maintenance program that, through the periodic monitoring of the data-collection system, identifies and eliminates potential problems before they reach critical levels. This way, your professionals can concentrate on more business-critical daily activities, increasing productivity.

Complete line of supply chain products and services

- Mobile computing solutions
- Mobile and fixed RFID systems
- Scanning technology
- Printers and media
- Professional services
- Wireless networks
- Support services
- Software tools and utilities

Applications

- Manufacturing Operations
- Warehouse Operations
- Supply Chain Operations
- In-Transit Visibility
- Direct Store Delivery
- Store Operations
- Store Management
- Field Service

For more information on how your business can use supply chain technology to enhance operational productivity and deliver world-class customer service, visit www.intermec.com.



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