

## Printhead Replacement Program

The most comprehensive printhead replacement program in the industry



- Provides no-cost printhead replacement for all Intermec printers
- Reduces total cost of ownership, speeds up return on investment
- Applies to all Intermec media supplies
- Available globally

### Program Description

Intermec will provide no cost replacement printheads, as failures occur due to normal wear and tear, to those customers who use Intermec Media Products exclusively with their Intermec thermal and thermal transfer printers\*. If the "Defective/Failed printhead must be replaced by an Intermec service technician, installation labor hours and any travel time incurred is billable unless provided for under a specific Medallion service plan\*\*.

Those customers not supported by an Intermec Medallion Agreement must request a return authorization number and return the "Defective/Failed" printhead to a designated Intermec service location for inspection. Damage to the printhead that is beyond normal wear and tear, ie. shows visible marks or damage, may result in charges at the current list prices for the replacement printhead.

To qualify to receive a free replacement printhead under this program the user must have purchased a minimum of (1) million linear inches/25 km of material or approximately 167 rolls (based on 6,000" roll) for each printhead replaced.

This program is not a warranty program, nor is it an added cost to the media. The program is made possible through the exclusive use of Intermec supplies, which features the high quality and co-engineering of Intermec supplies and Intermec printers you've come to expect.

### Scope

The Intermec printhead replacement program is applicable to all Intermec supplies, including direct thermal and thermal transfer labels and tags and thermal transfer ribbons offered by Intermec for Intermec printing solutions.

### Program Benefits

With the Intermec assurance of quality and performance, the printhead replacement program is designed to ensure our customers the lowest total cost of ownership and the fastest return on their printing solution investment.

**Contact your Intermec representative today for more information.**



\*Assumes that the printer in question is run at recommended speed for the material used. Running at speeds higher than recommended negates the replacement program.

\*\*For more information on Medallion Maintenance programs and their benefits contact your local Intermec representative.

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