



Internal Use Only for Intermec Partners and sales

For complete information, please refer to the Rental Program Service Profile

Frequently Asked Questions

Intermec Rental Program

Program FAQ

Q: What mobile computers are available for rent?

A: As of August 2011, the CK3 and CN50 are available for rent.

Q: How long can units be rented?

A: Standard rental units can be rented up to six consecutive months. Terms for a custom rental are negotiable.

Q: Can a rental be extended?

A: Rentals can be extended with permission from Intermec Core Services.

Q: How often can units be rented?

A: Units can be rented as often as needed.

Q: How many units will Intermec make available for rental? Will Intermec guarantee units are available?

A: A customer can rent up to 1,000 units at a time and can reserve up to three years in advance. Once the reservation has been approved, Intermec guarantees the units will be available.

Q: What if a mobile computer other than the CK3 or CN50 is needed?

A: Custom rentals are available but the customer must be renting a minimum of 50 units, for at least 6 rental periods of at least 1 month over three (3) years.

Q: After rental is completed can a rented unit be purchased?

A: No, the units are the property of Intermec Core Service and may not be resold without permission.

Q: Doesn't it cost more to rent? Shouldn't customers just buy units?

A: Yes, renting does have a higher operational cost, but customers will avoid any capital outlay for equipment that will only be used in peak season or for a time-sensitive project. In addition, customers can maximize their capital expenses by avoiding purchasing devices that are only used seasonally. Initial estimates indicate a breakeven point for customers if they rent five times in a three year period.

Q: Who do customers contact to rent equipment?

A: Only authorized Intermec partners may offer and manage rentals for customers. Contact your Channel Business Manager to become an authorized rental partner.

Partner FAQ

Q: How do Intermec Partners sign-up for the rental program?

A: Partners must request a rental addendum to their Partner.Net authorization letter. Once the addendum is signed and returned partners can rent directly from Intermec.

Q: How do customers receive and return equipment?

A: Rental equipment may be shipped directly to the customer or shipped to you, it is your decision. When the rental is complete, customers can return units to you or directly to Intermec. The units will be inspected and any software loaded on the device will be removed.

Q: How do I place reservations for my customers?

A: Download the reservation request document from Insider, fill it out and submit it to rental.service@intermec.com or contact your Regional Service Manager or your Contract Sales Specialist.

Q: Can I drop ship rental units to my customers?

A: The Intermec Rental Service is a “no touch” program and the hardware is drop-shipped direct to your customer with a Return Authorization included.

Q: What happens if a customer loses or damages a unit?

A: The fees vary depending on the plan the customer chooses and with Tier 1 or Tier 2 coverage, the partner will be liable for some damage to rented equipment.

If a customer selects the Tier 1 Plan then the Intermec partner will be billed for all lost or damaged units. If the customer selects Tier 2, then Intermec will repair 5% of the units returned with major damage but the partner will be billed for all lost accessories. With Tier 3 coverage, Intermec will repair major damage to up to 5% of the units and will provide forgiveness for losing up to 5% of the total number of accessories rented. Intermec will provide photographs of all units returned damaged upon request from the partner or customer.

Note: Please see the Service Profile for complete information on the Medallion coverage available for rental units.

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