



# MOTOTRBO™ RADIOS WARRANTY AND SUPPLEMENTAL SERVICES

SUPPORTING YOU TO MINIMISE DISRUPTION AND IMPROVE CONTINUITY

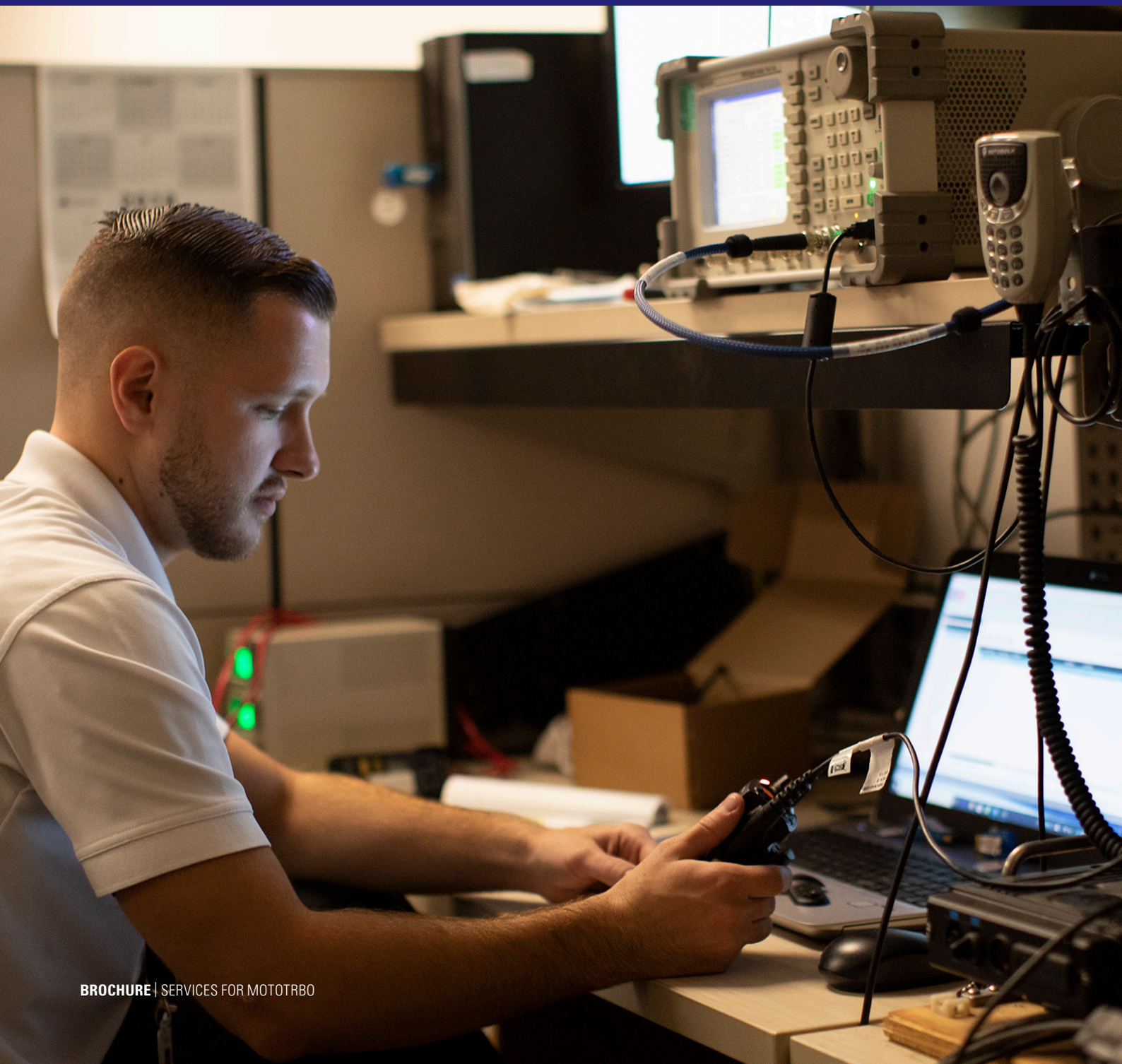




**MOTOTRBO IS  
DESIGNED AND BUILT  
FOR LONG-LASTING  
PERFORMANCE, BUT IT IS  
NOT ALWAYS POSSIBLE  
TO PREVENT EVERY  
EQUIPMENT FAILURE**

Components can fail and software can become outdated over time leading to users out of communication with the rest of the team. Ensuring you have a plan in place to get communications flowing again is critical to a smooth running business.

**MOTOTRBO includes a two year warranty as standard that provides software updates, technical support and hardware repair. To maintain your MOTOTRBO radio so that it continues to operate at optimal levels, optional service packages are also available to provide extended and enhanced levels of protection including cover for accidental damage and wear and tear.**







## MANAGING YOUR FLEET

**DP1400, SL1600, SL2600, DM1000 AND DM2000 SERIES**

Choose from four options:

Standard Warranty



Enhanced Warranty



Enhanced Warranty with Hardware Repair



Enhanced Warranty with Hardware Repair and Accidental damage



## SERVICE FEATURES

### 2-YEAR MANUFACTURER DEFECT REPAIR

Manufacturers defect repair provides cover to repair any failed MOTOTRBO radios caused by a manufacturing issue. Repairs are carried out to the highest quality standards by trained technicians at our central repair facility.

### 20-DAY HARDWARE REPAIR (MANUFACTURING DEFECT ONLY)

During the manufacturing defect repair period, we offer 20-day turnaround on any failed units in our repair facility. One-way shipping of the radio from the repair facility is included with the hardware repair.

### 3-DAY HARDWARE REPAIR (INCLUDING WEAR AND TEAR)

With the Enhanced Warranty with Hardware Repair service, you get 3-day turnaround in our dedicated repair centre and wear and tear repairs are included. One-way shipping of the radio from the repair facility is included with the hardware repair.

### NEXT-DAY HARDWARE REPAIR (INCLUDING WEAR AND TEAR + ACCIDENTAL DAMAGE)

Our Hardware Repair and Accidental Damage Service plan offers next-day repair on all radios and includes wear and tear and accidental damage repairs, giving you complete peace of mind when it comes to protecting your fleet. The Hardware Repair and Accidental Damage Service plan also includes two-way shipping.

### SOFTWARE UPGRADES (2 YEAR OR 5 YEAR)

At Motorola Solutions, we are constantly innovating and adding new features through our software releases. Take advantage of these updates and enhancements with access to the latest versions of firmware for your radio. Standard Warranty gives 2 years of access to software updates. The Enhanced Warranty, Enhanced Warranty with Hardware Repair and Enhanced Warranty with Hardware Repair and Accidental Damage Service plans give a full 5 years access to software updates.

### TELEPHONE SUPPORT (2 YEAR OR 5 YEAR)

Our radio experts can provide assistance over the telephone for a wide range of technical issues. Standard Warranty gives 2 years of access to technical support. Enhanced Warranty, Enhanced Warranty with Repair and Enhanced Warranty with Hardware repair and Accidental damage Service plans give a full 5 years access to technical support.

Turnaround time stipulates the time taken in our central repair facility. It does not include shipping time.



## SERVICES FOR MOTOTRBO RADIOS



### AT-A-GLANCE

COVERAGE	STANDARD WARRANTY	ENHANCED WARRANTY	ENHANCED WARRANTY WITH HARDWARE REPAIR	ENHANCED WARRANTY WITH HARDWARE REPAIR AND ACCIDENTAL DAMAGE
2-year manufacturers defect repair	✓	✓	✓	✓
20-day hardware repair (defect only)	✓	✓	✓	✓
2-years of software upgrades	✓	✓	✓	✓
2-years telephone support (8/5)	✓	✓	✓	✓
5-years of software upgrades	—	✓	✓	✓
5-years telephone support (8/5)	—	✓	✓	✓
5-year hardware repair	—	—	✓	✓
3-day hardware repair turnaround (inc normal wear and tear)	—	—	✓	✓
Next-day hardware repair turnaround (inc normal wear and tear and accidental damage)	—	—	—	✓

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