



MOTOTRBO™ RADIOS WARRANTY AND SUPPLEMENTAL SERVICES

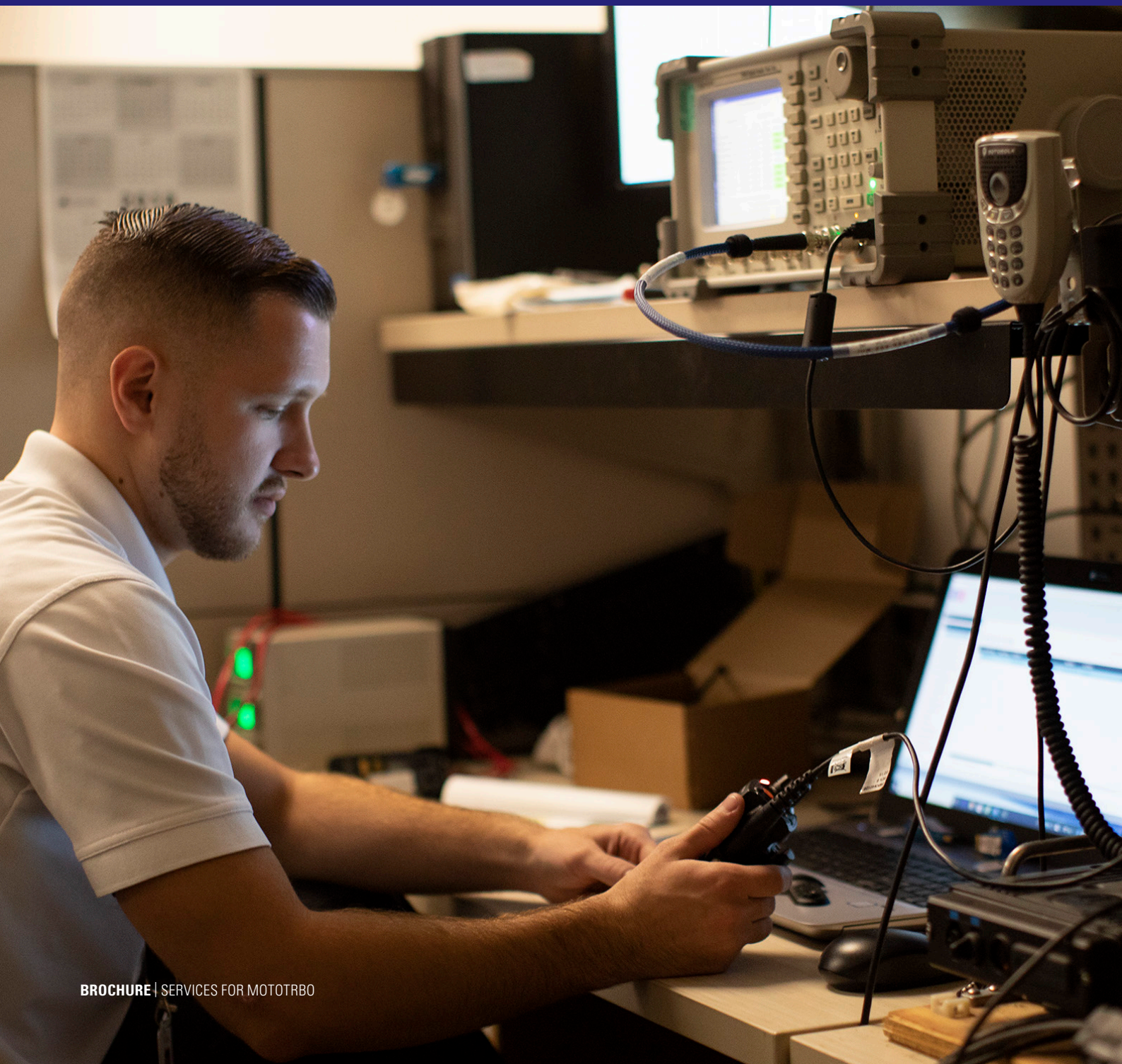
**SUPPORTING YOU TO MINIMISE
DISRUPTION AND IMPROVE CONTINUITY**



**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Components can fail and software can become outdated over time leading to users out of communication with the rest of the team.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



Essential Service Package



Essential with Repair Service Package



Advanced Service Package



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 Essential with Repair service, you get 3-day processing 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 Advanced 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 Advanced 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 Essential, Essential with Repair and Advanced 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. The Essential, Essential with Repair and Advanced 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 | ESSENTIAL | ESSENTIAL WITH REPAIR | ADVANCED |
|--|-------------------|-----------|-----------------------|----------|
| 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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