



Subscriber Repair Service

State-of-the-art depot, factory-trained technicians, proven repair process





Managing the in-house repair and maintenance of your subscriber radios takes a dedicated staff of technicians, as well as ongoing investment in diagnostic equipment, repair tools, and the technical training to keep your staff up to speed on the latest technology. Motorola has made that investment and can help you easily and cost-effectively keep your radios in top operating condition.

We focus on our core competency so you can focus on yours

Your operation relies on the ability for your people to communicate and stay connected. Your employees depend on their radios to be reliable and working. But if something happens, they know that help is not far away. That's what Motorola Subscriber Repair Service is all about. Sending your radios to a Motorola Depot for repair and maintenance helps you keep them working at peak performance, upgraded to the latest firmware, and tuned to original factory specifications. We do our job so you can do yours.

Reliable, timely subscriber radio repair

Motorola's Depots are centralized repair facilities that provide expert subscriber radio maintenance and repair for customers throughout North America. Our experienced, highly trained and certified repair technicians perform thousands of repairs each week. State-of-the-art diagnostics equipment, repair tools, and an extensive inventory of replacement parts help us to quickly analyze, isolate and provide expert repair on your Motorola portable and mobile subscriber radios, as well as iDEN, data, and paging units.

The Motorola Depots are responsible for all repairs, assuring your subscriber radios are restored and returned to Motorola factory specifications, using only Motorola-manufactured replacement parts. Defined case and escalation management procedures ensure that continuously measured and management-reviewed quality, cycle-time, and service-level metrics are met. And we are so confident of our repair quality, we provide a 90-day warranty on all repairs.

What you get	Why it's important
Factory-trained technicians	No need to invest in headcount to support your radios or extensive training to keep them current and certified on the latest technology
State-of-the-art diagnostic equipment	No need to invest hundreds of thousands of dollars in sophisticated test and repair equipment
Motorola replacement parts	All repairs are returned to original factory specifications by using parts specifically designed for your radios
Quality repair; upgraded to latest firmware	Timely and accurate diagnosis and repair assures that all equipment you send to us is reprogrammed to original operating parameters and upgraded to latest firmware
90-Day Repair Warranty	We guarantee that your repairs will be done right
Quick turnaround time	Strict commitment to published cycle times means you will know when your equipment will be repaired and returned to you
Easy to use	Log on to Motorola OnLine (MOL) to submit repair request, check repair status, and quickly check status of your radios





Flexible service plans to fit your budget

We know that your business is unique and that's why we don't just offer a "one-size-fits-all" service plan. Subscriber Repair Service offers options to choose from that fit your budget, your operations, and your needs.

Purchased as an option when ordering new radios:

- Repair Service Advantage (RSA)
 - Post-warranty support for subscriber radios, iDEN, data, and paging units
 - Up to a 15% discount over RSA Service Agreement
 - Available in 1, 2, or 3-year increments that begin after standard warranty period
 - Excludes chemical, liquid, or physical damage
- RSA Comprehensive
 - Post-warranty support for MOTOTRBO™, XTS®, XTL™ and APX™ radio product lines
 - Up to a 15% discount over RSA Comprehensive Service Agreement
 - 3-year coverage that begins the first day the radio is put into use
 - Includes chemical, liquid, and physical damage coverage

Purchased as a Service Agreement to provide support on radios already in your possession:

- Repair Service Advantage (RSA) Service Agreement
 - Post-warranty support for mobile and portable subscriber radios, iDEN, data, and paging units
 - Quantity discounts when purchased for multiple radios
 - Annually renewable as long as the radio is supported by Motorola
 - Excludes chemical, liquid, or physical damage
- RSA Comprehensive Service Agreement
 - Post-warranty service agreement for MOTOTRBO, XTS, XTL and APX radio products
 - Quantity discounts when purchased for multiple radios
 - Annually renewable as long as the radio is supported by Motorola
 - Includes chemical, liquid, and physical damage coverage

The Motorola difference

Motorola Subscriber Repair service is provided by our centralized Motorola Depots, making it easy and cost effective for you to maintain, repair, and keep your fleet of subscriber radios operating at peak performance and ready for action. With over 75 years experience in RF communications and customers around the world, Motorola has an in-depth knowledge of mission-essential processes, services and solutions that are focused specifically on government and public safety customers. Over 6,500 service professionals and 900 local points of presence stand ready to help you gain the most out of your communications investment with end to end professional services that include Systems Integration, Managed Services, Security, Network Optimization, Applications.



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