



MOTOTRBO RADIOS ENHANCED WARRANTY AND SUPPLEMENTAL SERVICES

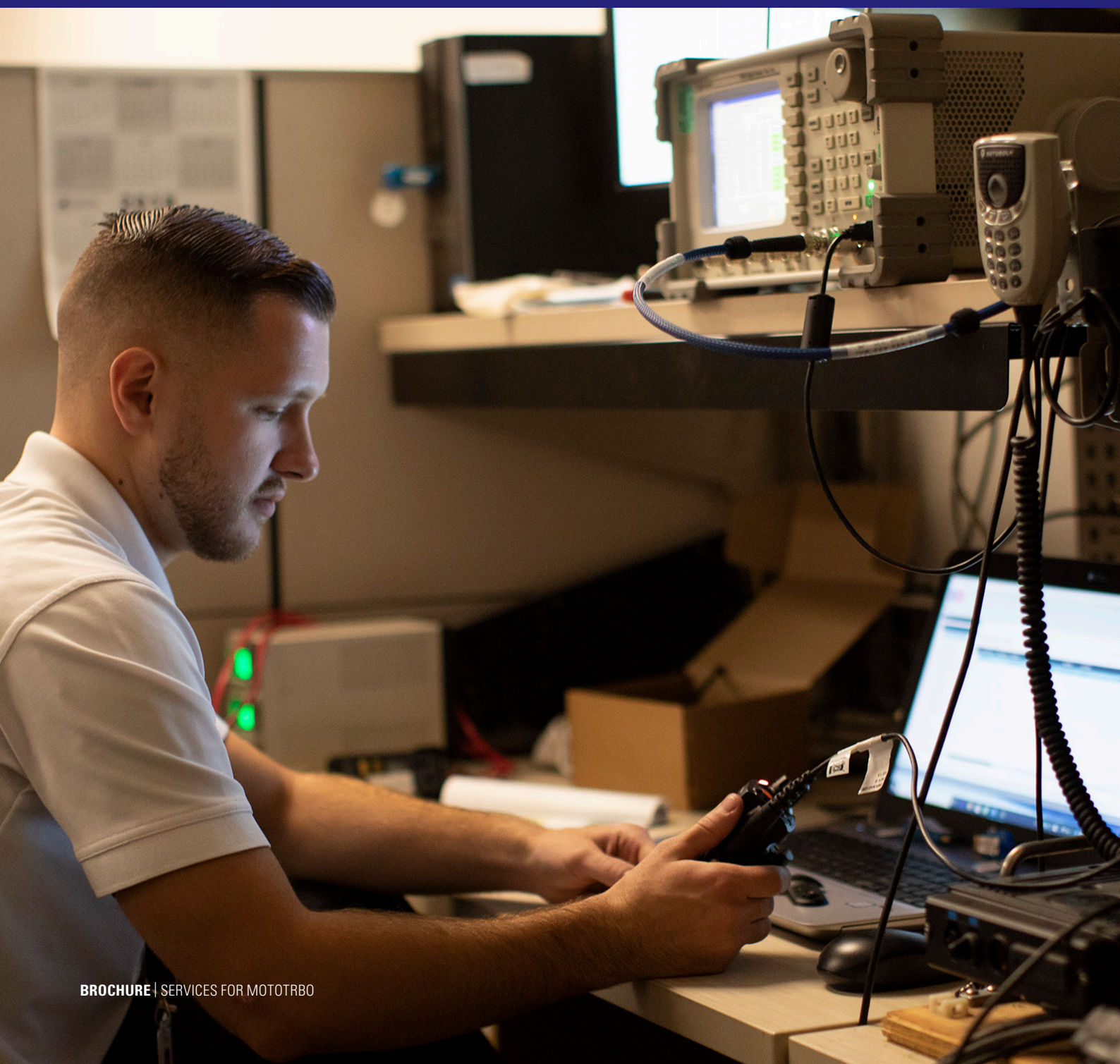
SUPPORTING YOU TO MINIMISE
DISRUPTION AND IMPROVE CONTINUITY



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Components can fail and software can become outdated over time leading to users out of communication with the rest of the team.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

Selected MOTOTRBO devices include an enhanced five 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

DP2000e, DP3000e, DP4000e, R7, DP4000 Ex AND DM4000e SERIES

Choose from three options:

Enhanced Warranty



Enhanced Warranty with Repair



Enhanced Warranty with 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 2-year 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)

Our Repair service builds on the Enhanced Warranty to give you 3-day processing in our dedicated repair centre where manufacturing defects 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 Repair with Accidental Damage plan builds on the Enhanced Warranty to offer 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 plan also includes two-way shipping.

SOFTWARE UPGRADES (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. The Enhanced Warranty provides you access to the latest versions of firmware for your radio for 5 years.

TELEPHONE SUPPORT (5 YEAR)

Our radio experts can provide assistance over the telephone for a wide range of technical issues.

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



SERVICES FOR MOTOTRBO RADIOS



MOTOTRBO DM4000e Series

MOTOTRBO DP2000e Series

MOTOTRBO DP3000e Series

MOTOTRBO DP4000e Series

MOTOTRBO R7/R7a

MOTOTRBO DP4000 Ex Series

AT-A-GLANCE

COVERAGE	ENHANCED WARRANTY	ENHANCED WARRANTY WITH REPAIR	ENHANCED WARRANTY WITH REPAIR AND ACCIDENTAL DAMAGE
2-year manufacturers defect repair	✓	✓	✓
20-day hardware repair (defect only)	✓	✓	✓
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)	—	—	✓

Motorola Solutions UK Ltd. Nova South, 160 Victoria Street, London, SW1E 5LB.

Availability is subject to individual country law and regulations. All specifications shown are typical unless otherwise stated and are subject to change without notice.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2023 Motorola Solutions, Inc. All rights reserved. (06/23)