



## **SUBSCRIBER REPAIR SERVICE**

### **Repair Service Advantage (RSA) Comprehensive Frequently Asked Questions**

#### **What is Repair Service Advantage (RSA) Comprehensive?**

RSA Comprehensive is a post-warranty service offering that extends the service coverage of Motorola MOTOTRBO™, XTS™, and XTL™ radio product lines. RSA Comprehensive offers all the protection of a standard RSA, plus covers chemical, liquid, and other physical damage coverage.

RSA Comprehensive can be purchased as an option to new radio purchases and is available for three-years of coverage beginning the first day the radio is put into use. RSA Comprehensive purchased as an option to new radios provides up to 15% discount over an RSA Comprehensive Service Agreement.

RSA Comprehensive Service Agreement is available for your existing radios, renewable annually as long as Motorola supports those radios. In either case RSA comprehensive repairs receive priority repair cycle time, which means that they will be repaired and returned to you more quickly than with Service Repair Bank or Flat Rate repairs.

#### **Is RSA Comprehensive available on all radios?**

RSA Comprehensive is currently available on MOTOTRBO, XTS and XTL radios. However, XTS3000 and XTS3500 are excluded from this service.

#### **What is included with RSA Comprehensive?**

RSA Comprehensive provides component level repair performed by experienced, factory-trained and certified technicians who return the units to original factory specifications and upgrade the firmware to the latest release. In addition, RSA Comprehensive covers:

- Mobile control heads and palm microphones (palm mics must be sent in with the radio)
- Repair and/or replacement of cracked housings, frames, covers, crushed components, shields, missing components, circuit boards, warped circuit boards
- Damage to LCD screens (cracks to screen or any damage that does not pass Motorola test parameters)
- Damaged foils/traces/lands; electrical damage
- Water/chemical corrosion; contaminants visible that cannot be reliably cleaned up

#### **What happens if my radio is deemed unrepairable?**

If your unit is deemed unrepairable, we will replace the unit. This may increase cycle time but we will contact you if a replacement is necessary and advise when you can expect to receive your new radio.



### **What is not included in RSA Comprehensive?**

Please see the Statement of Work for a complete list.

Exclusions include damage to the radios where normal use of the product was not a factor. This includes (but is not limited to) fire, theft, and floods that can cause internal and external component damage or destruction. Also excluded are the following:

- Annual Preventative Maintenance checks
- Engraving service
- Replacement of consumable parts or accessories, as defined by product, such as batteries, antennas, and other similar items
- Non-remedial work, such as but not limited to firmware or protocol upgrades, reprogramming, and product configuration
- Repair of non-covered products including optional accessories; non-standard mobile microphones; portable remote speaker microphones; optional or additional control heads; mobile external speakers; mobile power and antenna cables; and power supplies
- Damages caused by using the device outside of the product's operational and environmental specifications
- Damages caused as a result of the device being modified or repaired by a third party

### **How do I order RSA Comprehensive?**

You can purchase RSA Comprehensive as an option when you order new radios. Or contact your Motorola Service Support team to purchase a Service Agreement on radios you already own.

### **How will the Depot know my unit is covered under RSA Comprehensive?**

By checking the "RSA Comprehensive" box located under "Contract Information" on the repair request form and entering your contract number (if applicable), the Radio Support Center or the Federal Technical Support Center will know your unit is covered.

### **How do I get service for my RSA Comprehensive-covered radios?**

Simply box and ship your subscriber radios to Motorola's Radio Support Center or the Federal Technical Support Center. We'll test, repair, return the radios to original factory specifications, and upgrade the firmware to latest version.

### **Are there additional Motorola service programs that I can sell to my customer?**

There are two repair services that are provided by the Network of National Service Providers

#### *Local Radio Repair*

- Provides operational check of subscriber radio to identify internal or external defects
- Radios are repaired at the local shop if the radio does not need to be opened
- If the radio needs to be opened, unit is sent to the Motorola Radio Support Center of the Motorola Federal Technical Support Center.

#### *Local Radio Combo Package*

- Provides the first echelon and component level repair services.