



## APCO P25 TWO-WAY RADIO

# SERVICE FROM THE START ESSENTIAL

### SETTING A NEW STANDARD FOR SERVICE

Every day, you depend on your two-way radio to ensure your team can remain in constant contact – especially in mission critical situations. In these rugged environments, we understand that sometimes accidents happen. Which is why you need to be able to minimise radio downtime and have a contingency plan to protect against the unexpected so your radio can be returned to you as quickly as possible. Service from the Start Essential for APCO P25 is a unique service offering that provides the services you need, when you need them.

### SERVICE FROM THE START ESSENTIAL BENEFITS

- Two-way freight.
- Shortened turnaround time.
- Available on APX2000, APX2500, APX3000, APX6000, APX6500, APX7000, APX7500, XTS2500 and XTL2500 radio models.

This service is backed by Motorola Solutions' global integrated services with the best-in-class certified repair facilities. Adding Service from the Start Essential to your APCO P25 radios provides proactive protection that you can purchase as an option when ordering the radio.

### REDUCE RISK

With Service from the Start Essential, you can rest assured that technical support queries are dealt with promptly to ensure minimal downtime is incurred. Motorola Solutions technical experts work with your Motorola Solutions channel partner to isolate, diagnose and resolve potential issues, reducing the risk of the issue escalating.

If your radio requires repair, we reduce the risk of your team not being connected by minimising radio downtime. You can quickly initiate a repair request through the Repair Material Authorisation (RMA) process to pre-book the repair and Service from the Start Essential will provide you with fast repair turnaround times, getting your radio quickly back into operation and allowing your users to communicate.

### LOWER TOTAL COST OF OWNERSHIP

Having Service from the Start Essential means you can budget in advance for your radio's maintenance. This removes the concern of having to incur unexpected repair or support costs, resulting in reduced cost of ownership.

Service from the Start Essential allows you to increase operator productivity, since Motorola Solutions will be responsible for managing the repair and service of your radios. With Motorola Solutions performing repairs and providing technical support, there is little need to add resources to manage your radios' operations.

## THE SERVICE FROM THE START ESSENTIAL DIFFERENCE

When you choose Service from the Start Essential, you get first rate response times and access to expert analysts to resolve issues in the quickest possible time. As the designer and original equipment manufacturer, who better than Motorola Solutions to troubleshoot, support and repair Motorola Solutions radios?

When it comes to repair, your radio will be handled by one of Motorola Solutions' certified repair technicians. State-of-the-art diagnostics equipment and repair tools help us to provide expert repair on your APCO P25 radios. In addition, Motorola Solutions service centres are fully certified to comply with ISO9001 and FM standards using proven, repeatable processes to help ensure your repair is completed right the first time and every time.

For further information about Service from the Start Essential, or any of our services, contact your Motorola Solutions sales representative or visit [www.motorolasolutions.com.au/services](http://www.motorolasolutions.com.au/services)

## AT-A-GLANCE: SERVICE FROM THE START ESSENTIAL

	WARRANTY	SERVICE FROM THE START ESSENTIAL
Description	Return to Base Standard T&C	Extended warranty
Coverage Period	1 year	5 years
Repair Turnaround Time (in house)—business days	10+ days	10 days
Normal wear & tear	Defects Only	✓
Telephone Support	Not Available	Coming Soon
Shipping	1-way	2-way
Battery Refresh	Not Available	Option for future
Cosmetic Refurbishment	Not Available	Option for future

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