



ESSENTIAL SERVICES FOR APX MOBILE RADIOS

SUPPORT WHEN YOU NEED IT

Essential Services provide you with technical support to troubleshoot problems and hardware repair to properly restore your mobile radio.

RELY ON EXPERT REPAIR

State-of-the-art diagnostics equipment, repair tools and replacement parts helps ensure your consolettes are protected from normal wear and tear and have you back in operation quickly. Using the Motorola website to issue your repairs allows you to get faster turnaround and expedited shipping. All consolettes are returned to factory specifications and updated with the latest firmware. Our service centers are certified to comply with ISO9001.

ACCESS TECHNICAL SUPPORT

Our experienced technologists are available 8x5, Monday – Friday, local time, to help isolate and resolve any issues you may have with your consolettes. These dedicated professionals effectively troubleshoot and resolve your issues within a four hour time frame.

For more information, visit www.motorolasolutions.com/services



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DATA SHEET | LATIN AMERICA & CARIBBEAN REGION

EXPAND YOUR COVERAGE

While our consolettes are built for superior performance, accidents happen. We offer expanded coverage and support that includes: repairs for chemical, liquid and physical damage; three day repair turnaround time; two-hour window for help desk response and 8x5 technical support.

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AT-A-GLANCE

ESSENTIAL SERVICES	WARRANTY	EXTENDED WARRANTY	TOTAL COVERAGE
Coverage Period	1 year	3 or 5 years	3 or 5 years
Hardware Repair	Manufacturing defects only	Manufacturing defects AND normal wear and tear	Manufacturing defect, normal wear and tear, AND accidental breakage, water, and chemical damage
Remote Technical Support	8x5	8x5	8x5
Priority Repair	No	Yes	Yes