

# Repair Service Advantage (RSA) Service

## Executive Summary

### **Simplifying post-warranty service support**

In-house management of your subscriber repair and maintenance takes a dedicated staff of technicians. This requires an enormous amount of time and effort. As well as, an investment in test equipment, repair tools, and training just to keep your technicians up to speed on the latest technology. That's why Motorola offers Repair Service Advantage. RSA gives you the support you need to help you keep your Motorola subscriber radios operating in peak condition.

### **Uninterrupted support that begins when warranty ends**

With service and repair provided by Motorola's Depot, RSA begins after standard warranty has ended. RSA is a post-warranty service offering that extends the service coverage of Motorola-manufactured two-way mobile, portable, iDEN, data, and paging units.

RSA can be purchased as an option to new radio purchases and is available in one, two, or three-year increments. RSA can also be purchased as a service agreement for your existing radios and is renewable annually as long as Motorola supports those radios.

With either support plan, when you need a repair, simply box and ship your radios to the Motorola Depot. We'll test, repair, and return the radios to original factory specifications and upgrade the firmware to the latest version before shipping them back to you.

### **Value proposition**

- **Cost effective:** RSA enables you to budget for your repairs, preventing unexpected service and maintenance costs. When ordered as an option to new radios, RSA can save up to an additional 15 percent over service agreements. In addition, quantity discounts are available on our service agreements pricing
- **Guaranteed repairs:** Every subscriber unit repaired at the Motorola Depot is backed by a 90-day warranty
- **Priority service:** RSA repairs receive priority service and meet committed cycle times per our published ship card. This lets you know when you can expect your radios to be repaired and returned
- **No worries:** No need to invest in the resources, tools, or training required to repair and maintain your radios. We make the investment for you and take the responsibility of keeping your subscriber units working and in the hands of your users

### **The Motorola difference**

Nobody can take care of Motorola radios like Motorola. All repairs are completed with Motorola manufactured replacement parts and returned to original factory specifications. We have made a significant investment in state-of-the-art diagnostic and repair equipment and our certified technicians are among the most qualified in the field to ensure your repair is done right the first time. Subscriber repair service adheres to a proven process of analysis and restoration, as well as manual and automated testing.



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