



SUPPORT SERVICES FOR INDUSTRIAL MOBILE COMPUTING DEVICES

SERVICE FROM THE START PRIMARY

SETTING A NEW STANDARD FOR POST-DEPLOYMENT SUPPORT

Every day, you count on Motorola Solutions industrial mobile computers to keep your business running efficiently and cost-effectively. Now, you can protect those devices against accidental damage, normal wear and tear, and more with one of the most complete service offerings available today — Service from the Start Primary. A replacement for Psion Services, Service from the Start Primary offers a richer high-value feature set that includes comprehensive coverage to help eliminate ‘surprise’ repair costs, all at a low cost per year. You get the investment protection you need to maximize device uptime and reduce your total cost of ownership — true business value that provides peace of mind from day one. And with direct-from-the-manufacturer service, you get the highest level of service quality available — a highly-skilled technician with the right product expertise will repair your equipment to our original manufacturer specifications.

NO MATTER WHAT — YOU’RE COVERED

Break the display? No problem. Crack the outer casing? No problem. Damaged exit window? No problem. Service from the Start Primary offers the comprehensive coverage you need to protect you from the unexpected. Our plans cover virtually everything, from normal wear and tear to repair of accidental damage to displays, touch screens, plastics, keypads, exit windows and other internal and external device components. We even include coverage for the accessories that ship with the device, such as the stylus, a hand strap or screen protector.

WITH AROUND THE CLOCK SUPPORT, WE’RE THERE WHEN YOU NEED US

With Service from the Start Primary, you can reach a support specialist with expertise in your particular product via your preferred method of communication — phone or email. If resolution is not achieved with that first call, your issue is immediately escalated to the next support tier for response within four hours. Support for non-emergency issues is offered during local business hours, but emergency support is always just a call away, available 24x7x365 through our Help Desk.

DEVICES ARE READY TO USE, RIGHT OUT OF THE BOX

Once your device is repaired, we make sure the battery is charged and if the proper information is provided, we can even reload your applications and configurations. All you need to do is open the box and the devices are ready to be placed into service.

START ANYTIME

For the best value and full benefits, purchase Service from the Start Primary within 30 days of your device purchase. In the event you decide to purchase service 30 days after your device purchase, no problem. Service Center Primary offers all the same benefits except coverage for accidental breakage, and can be purchased at any time. And just like Service from the Start Primary, Service Center Primary can be purchased with or without the Collection option.

FEATURES

Comprehensive, no questions asked, coverage includes normal wear and tear, and accidental breakage

Virtually eliminates any surprise repair costs; significantly reduces total cost of ownership.

Fast 3 business-day turnaround for all repairs

Over three times faster than standard warranty coverage — 3 business days instead of 10 business days — truly minimizing downtime.

Around the clock emergency support

When your device or a business critical function on your device malfunctions, our Help Desk is manned and ready for your emergency support call 24x7x365. Non-emergency support is available Monday through Friday 8 am to 5 pm in North America and Latin America; 8 am to 7 pm in Europe, the Middle East and Africa; and 8 am to 8 pm in Asia Pacific.

Optional Collection for easy shipping

Just add the Collection option to your service for door-to-door shipping simplicity. You pack the device, we arrange for Federal Express pickup at no cost to you.

DATA SHEET

SERVICE FROM THE START PRIMARY

SERVICE OPTIONS AT-A-GLANCE

PHYSICAL CHARACTERISTICS	WARRANTY	SERVICE FROM THE START PRIMARY	SERVICE FROM THE START PRIMARY WITH COLLECTION*	SERVICE CENTER PRIMARY	SERVICE CENTER PRIMARY WITH COLLECTION*
Purchase Date		Within 30 days of purchase	Within 30 days of purchase	Anytime	Anytime
Manufacturer defects only	•				
Covers normal wear and tear		•	•	•	•
Comprehensive coverage for accidental breakage		•	•	Option	Option
Includes all materials, parts, and labor		•	•	•	•
10-day repair turnaround ¹	•				
3-day repair turnaround ¹		•	•	•	•
Coverage plans		3 yrs	3 yrs	1 yr	1 yr
Multi-year discount		•	•		
Telephone support coverage for Motorola Core Product Software, including Software Releases ²		•	•	•	•
Defined telephone response time and escalation path (from time of initial call to escalation to next tier) ³		• (4-hour response)	• (4-hour response)	• (4-hour response)	• (4-hour response)
24x7x365 emergency support		•	•	•	•
Collection (Door-to-door shipping included)		No	Yes	No	Yes
Application loading and configuration management ⁴		•	•	•	•

*Collection option available only in North America (US, CA) and the following European Countries: AT, BE, CH, CZ, DE, DK, ES, FI, GB, HU, IE, IT, LU, NL, PL, PT, SE.

Service from the Start Primary and Service from the Start Primary with Collection are multi-year service programs that must be purchased within 30 days of the product purchase. Excluded from coverage is damage to consumables such as batteries and damage caused by natural or man-made disasters such as fires, floods and theft. Product must be operated within its environmental specifications. Service availability may vary by country.

Please contact your Motorola Solutions representative for complete program details and a list of Motorola Solutions industrial mobile computers eligible for Service from the Start Primary and Service Center Primary services.

- 1 - Turnaround time is Motorola Solutions "in-house" repair time and does not include time in transit.
- 2 - As defined in the Motorola Service from the Start Primary Service Description Document.
- 3 - Callback response during standard business hours for escalated issues.
- 4 - Application loading and configuration management require customer input at contract initiation.

Multi-year discount — an annualized price lower than a standard service contract

Get more for less; more coverage and significant cost savings through a single upfront cost.

Telephone technical support with fast response time to escalated issues

Get the answers you need, when you need them with priority call handling.

Online web-based portal: initiate and manage service requests

Round-the-clock, convenient access for your support needs, including quick RMA requests.

Give your industrial mobile computers the maximum protection they deserve with **Service from the Start Primary**. For more information, please visit us on the web at www.motorolasolutions.com/services or access our global contact directory at www.motorolasolutions.com/contactus

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