



**DIMETRA EXPRESS WARRANTY,
ESSENTIAL SERVICE PACKAGE AND
ADVANCED SERVICE PACKAGE**
**SUPPORTING YOU TO MINIMISE
DISRUPTION AND IMPROVE CONTINUITY**



DIMETRA Express is designed and built for long-lasting performance. It is not always possible to prevent every system incident that may arise.

Over time components can fail - this could lead to outages. However, proactive maintenance can reduce the number of failures, and swift and effective response can minimise the impact if and when something does go wrong.

TO MAINTAIN YOUR DIMETRA EXPRESS SYSTEM SO THAT IT CONTINUES TO OPERATE AT OPTIMAL LEVELS, MOTOROLA SOLUTIONS HAVE DEVELOPED THE FOLLOWING LIFECYCLE SUPPORT SERVICE PACKAGES.



MANAGING YOUR INFRASTRUCTURE

THE CORE OFFERS

Choose from three options:

DIMETRA Express Warranty



Essential Service Package



Advanced Service Package





DIMETRA EXPRESS WARRANTY

DIMETRA Express is designed and built for long-lasting performance and includes as standard a three year warranty that provides software updates to the latest release, security updates for added protection, technical support if issues arise and hardware repair (one year standard, upgradable to six years). The warranty provides:

8x5 Technical Support with Remote

Access: Our system experts can provide assistance or when necessary, remotely access your network to help your authorised reseller identify and fix system performance issues or failures.

Software Updates: Whether to access new features, improve functionality or apply bug fixes, your system can always have the latest software.

On-site Technical Support (optional):

Motorola Solutions On-site Technical Support provides the ability to schedule two or three continuous days of on-site technical assistance (excluding travel) from a Motorola Solutions System Technical Engineer (STE).

This Motorola Solutions STE will be available to assist on implementation and post-implementation services.

Security Update Services (SUS): Our certified security experts help identify and validate the necessary updates required to maintain cyber security readiness and increase the operational integrity of mission-critical communications systems.

One Year Hardware Repair: The DIMETRA Express Warranty provides cover to repair any manufacturing defects in a failed DIMETRA Express system. Repairs are carried out to the highest quality standards by trained technicians at our central repair facility.

Extended Hardware Repair (optional):

Optional additional Hardware Repair to align with warranty (three to six year total with 10 day repair centre turnaround time).

Hardware Repair with Advance

Replacement (optional): A replacement unit can be issued when a faulty unit is reported, rather than having to wait for a repair of the original device.

Three Year Coverage: DIMETRA Express Warranty provides support for three years and the option to extend for up to six years for even longer peace of mind.



ESSENTIAL SERVICE PACKAGE

The Essential Service Package is available for DIMETRA Express and includes all the benefits of the DIMETRA Express Warranty plus the following:

24 x 7 x 365 Critical Technical Support

with Remote Access: Our system experts can provide assistance or when necessary remotely access your network for Severity 1 issues to help your authorised reseller identify and fix system performance issues or failures.

Extended Hardware Repair (optional):

Systems with Essential cover are fast-tracked through our repair centre to ensure the system is repaired and shipped within five days.

Three to Six Year Coverage:

Essential Service Packages for DIMETRA Express are available to provide three to six years cover.



ADVANCED SERVICE PACKAGE

The Advanced Service Package is available for DIMETRA Express and includes all the benefits of the Essential package, with the addition of:

Network Updates: If future software enhancements outgrow the capability of your supported hardware, the Advanced Services package will provide an upgraded server for your DIMETRA Express system to keep your network running.

Extended Hardware Repair (optional):

Systems with Advanced cover are given the highest priority at our repair centre so repairs are carried out in one business day from receipt of the defective unit.

Six Year Coverage:

Advanced Service Package for DIMETRA Express is available to provide six years cover.



SERVICES FOR DIMETRA EXPRESS

AT-A-GLANCE

| COVERAGE | DIMETRA EXPRESS WARRANTY | ESSENTIAL SERVICE PACKAGE | ADVANCED SERVICE PACKAGE |
|--|----------------------------------|---------------------------------|--|
| Duration | 3 to 6 years | 3 to 6 years | 6 years |
| Network Updates | - | - | ✓ |
| Severity 1 Technical Support and Remote Access | 8 x 5 (Business days only) | 24 x 7 x 365 | 24 x 7 x 365 |
| 8 x 5 Technical Support and Remote Access | ✓ | ✓ | ✓ |
| Security Update Service | ✓ | ✓ | ✓ |
| Software Updates | ✓ | ✓ | ✓ |
| 1 Year Hardware Repair* | ✓ | ✓ | ✓ |
| Extended Hardware Repair (Turnaround time) | Optional: 2-5 years (10 days) | Optional: 2-5 years (5 days) | Optional: 5 years (Next business day) |
| Hardware Repair with Advanced Replacement | Optional | Optional | Optional |
| 2 or 3 day On-Site Technical Support | Optional | Optional | Optional |

* 1 Year Hardware Repair - repair centre will repair and ship within 20 days.

* Customers can opt for extended hardware repair after the 1 year warranty period which includes hardware repair.

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