



SERVICE FROM THE START

GOVERNMENT AND PUBLIC SAFETY CUSTOMERS

FREQUENTLY ASKED QUESTIONS

WHAT IS SERVICE FROM THE START?

Service from the Start (SFS) is a unique prepaid service programme that delivers an enhanced level of service for a period of five years. The SFS program is defined and packaged into three categories; SFS Lite, SFS Essential and SFS Comprehensive, giving customers the opportunity to select the best package of service that most suits their business needs.

	SERVICE FROM THE START ESSENTIAL	SERVICE FROM THE START ADVANCED	SERVICE FROM THE START PREMIER
COVERAGE	5 years		
HARDWARE REPAIR	✓	✓	✓
ACCIDENTAL DAMAGE		✓	✓
ONE FREE BATTERY OVER CONTRACT TERM			✓
FULL SERVICE PROGRAMMING			✓
REPAIR TIME		5 days	Next business day
TELEPHONE TECHNICAL SUPPORT 9AM – 5PM AEDT, MON-FRI	✓	✓	✓
SOFTWARE SUPPORT	✓	✓	✓
SHIPPING	2-way	2-way	2-way

WHERE ARE SERVICE FROM THE START SERVICE PACKAGES AVAILABLE?

Service from the Start packages are available to all Australian customers who source type-approved and eligible radios direct from Motorola Solutions.

WHAT IS THE SERVICE FROM THE START SERVICE PROGRAMME REPLACING?

The Service from the Start programme replaces the previous programmes;

- MotCare for Motorola Solutions radios
- All previous SFS offerings

DOES THIS IMPACT MY EXISTING MOTCARE & PREVIOUS SFS CONTRACT?

There is no impact. Existing MotCare and previous SFS extended warranty contracts will be honoured for the duration of their warranty period.

WHICH RADIOS ARE ELIGIBLE FOR SERVICE FROM THE START?

Service from the Start is available for the following MOTOTRBO, TETRA and APCO P25 APX radios:

MOTOTRBO	ASTRO P25	TETRA
DP2000 & DP2000e Series	APX2000 Series (Low Tier)	MTP3000 Series
DP3000 & DP3000e Series	APX3000 Series (Low Tier)	MTP6000 Series
DP4000 & DP4000e Series	APX6000 Series (Low Tier)	MTM5000 Series
DM3000 Series	APX6000XE Series (High Tier)	MTP8000EX Series
DM4000 & DM4000e Series	APX8000 Series (High Tier)	
SL4000 & SL4000e Series	APX8000XE Series (High Tier)	
DP4000EX Series	APX2500 Series (Low Tier)	
	APX6500 Series (Low Tier)	
	APX7500 Series (High Tier)	

Please note: SFS only covers the subscriber terminal and antennas and excludes any accessories or consumable parts such as batteries.

DO ALL MOTOROLA SOLUTIONS RADIOS COME WITH SERVICE FROM THE START AS STANDARD?

No, Service from the Start is an optional item for eligible radios; please see table above.

HOW CAN I ORDER SERVICE FROM THE START FOR MY TWO-WAY RADIOS?

Service from the Start can be ordered at two separate times;

- 1. Point of sale** – Service from the Start can be ordered at the time you purchase your radios.
- 2. Retrospective** – Service from the Start can also be ordered up to three months after your original purchase of the eligible radios. Please contact your Motorola Solutions Account Manager if purchased retrospectively.

WILL THE NEW SERVICE FROM THE START PURCHASED SUPERSEDE MOTOROLA SOLUTIONS' STANDARD WARRANTY FOR MY TWO-WAY RADIOS?

Yes, Service from the Start is considered an enhanced level of service and therefore will supersede the standard product warranty once the two-way radio is received by the customer.

HOW IS NORMAL WEAR & TEAR DEFINED UNDER THE NEW SERVICE FROM THE START?

Normal wear and tear is defined as damages that occur during usage that is within the operational and environmental parameters specified by Motorola Solutions.

WHAT DOES ACCIDENTAL BREAKAGE COVER?

Motorola Solutions will repair accidental damages to internal and external components that occur during normal use including water ingress, electrical fault and physical damage with the exclusion of intentional damage.

HOW DO I SEND A RADIO IN FOR REPAIR UNDER SERVICE FROM THE START?

We now have a dedicated team to process your Return Material Authorisation (RMA) request. They are contactable by email on gs.apacservice@motorolasolutions.com to either book a repair or enquire about repair status.

For further information, please contact your Motorola Solutions Account Manager.

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