

Fact sheet

Achieve mission-critical performance

Radio performance is critical for effective operations. Your team relies on their radios to be available and connected. Having up-to-date software and access to new features protects and enhances your operations supporting increased productivity, reliability and safety.

To help support the performance of your TETRA radio fleet and maximise the value of your investment, compatible devices come with 3 years of our Essential Software package. You can extend the length of cover and enhance the services to include hardware repair and accidental damage through our service packages.

Our TETRA device service packages provide access to the latest software and security updates to keep your TETRA radios operating at peak performance. They provide more value than just break-fix services when issues arise. Our support packages also enable you to take advantage of the continued development of our TETRA devices with new software features. This allows you to adapt to your evolving business, operational and security demands on your mission-critical systems.

You can rely on us to help you maximise the value of your radio investments with the right duration and scope of services for your needs.

Compatible device



MXP660
Portable TETRA Radio

Service packages

Software Maintenance

For continuous security, performance and enhanced functionality of your TETRA radios we provide access to certified and tested release software updates. Having up-to-date software and access to new features and capabilities protects and enhances your operations for increased productivity, reliability and safety.

Service Desk and Technical Support

Our experienced technologists are available to help isolate and resolve issues by offering over-the-phone service desk technical consultation. With an extensive knowledge base, trained and certified technical engineers, this team provides prompt resolution to your technical device issues. At Motorola Solutions, we understand the importance of maintaining the radio fleet to its optimal performance. That's why we apply industry-leading standards to record, monitor, escalate and report technical service calls from our customers.

Hardware Warranty

Radios come with 12 months standard hardware warranty providing cover for manufacturing defects.

Hardware Repair¹

Hardware Repair services extend beyond the standard Hardware Warranty of 12 months duration and also provides faster turnaround times.

With state-of-the-art diagnostic equipment, repair tools and replacement parts, your radio fleet components are protected in the event of an unexpected failure and are back in operation as soon as possible. When serviced, all radios are returned to you with original factory specifications and updated with the latest firmware. Plus, our service centres are certified to comply with ISO 9001, ISO 14000, ATEX, IECEx and TIA ensuring the highest quality repairs.

Accidental Damage¹

Radios are protected from accidental breakage, chemical or liquid spills and physical damage. This service covers displays, screens, frames, covers, crushed components, shields, and circuit boards. While our two-way radios are built for superior performance, accidents happen. If required, we offer extended accidental damage coverage and support that includes repair and restoration of the device back to your original factory specifications and a quick turnaround of the device back to you.

¹ One-way shipping is included with this capability.

	ESSENTIAL WITH ACCIDENTAL DAMAGE	ESSENTIAL	ESSENTIAL SOFTWARE
Accidental damage	✓		
Hardware repair	✓	✓	
Hardware warranty	✓	✓	✓
Service desk	✓	✓	✓
Technical support	✓	✓	✓
Software maintenance	✓	✓	✓

To learn more about our TETRA portfolio, please visit:
motorolasolutions.com/tetra



Motorola Solutions UK Limited, Nova South, 160 Victoria Street, London, SW1E 5LB.

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