

Brochure

DIMETRA™ Express service packages - EMEA & LACR

Supporting you to minimise
disruption and improve continuity

Keep your system operating at peak performance with DIMETRA Express service and support packages



DIMETRA Express is designed and built for long-lasting performance.

To maintain your DIMETRA™ Express system so that it continues to operate at optimal levels and keep everyone connected, there are a variety of service packages that aim to support you in proactively maintaining your DIMETRA Express system so that it continues to operate at optimum levels for long term efficiency.

Should incidents occur with your DIMETRA Express system, Motorola Solutions supports your organisation to minimise disruption and restore communications.

Service packages for your infrastructure

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 hardware repair and three years of software and technical support). The warranty provides:

8 x 5 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.

Self-Installed 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

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.

Self-Installed Security Update Services (SUS)

To help you maintain operational integrity of your network and minimise cybersecurity risk, we provide the latest security updates pretested in our dedicated system test lab on supported software releases. Once validated, you can download and install at your convenience.

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 (with a 20 day repair centre turnaround time)¹.

Extended Hardware Repair (optional)

Optional additional Hardware Repair to align with the three years warranty of software and technical support.

Hardware Repair with Advanced Replacement

This is an addition to Hardware Repair where a replacement unit can be issued when a faulty unit is reported, rather than having to wait for a repair of the original device.



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 Priority 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 (with a 10 day repair centre turnaround time)¹.



Advanced Service Package

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

Network Updates (Server only)

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

Extended Hardware Repair (optional)

Systems with Advanced Services cover are given the highest priority at our repair centre so repairs are carried out in one business day from receipt of the defective unit¹.

Six-year coverage

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





DIMETRA Express infrastructure services

SERVICES	WARRANTY	ESSENTIAL SERVICE PACKAGE	ADVANCED SERVICE PACKAGE
Network Updates (Server only)			Included
Priority 1 Technical Support and Remote Access	8 x 5 (business days ² only)	24 x 7 x 365	24 x 7 x 365
8 x 5 Technical Support and Remote Access	Included	Included	Included
Security Update Service	Included	Included	Included
Software Updates	Included	Included	Included
1 Year Hardware Repair ³	Included	Included	Included
Extended Hardware Repair (Repair Centre turnaround time) ⁴	Optional (20 days)	Optional (10 days)	Optional (next business day)
Hardware Repair with Advanced Replacement	Optional	Optional	Optional
2 or 3 day On-Site Technical Support	Optional	Optional	Optional
Duration	3 years	3 years	6 years

For more information about our DIMETRA Express service packages, contact your local representative or visit:

www.motorolasolutions.com/dimetraexpress

¹ The number of days stated indicates the duration of time at the repair centre and excludes shipping time.

² Monday to Friday excluding public holidays

³ With 1 Year Hardware Repair - as part of warranty, the repair centre will repair and ship within 20 days. Purchasing the Essential Service Package with the Hardware Repair option reduces repair centre turnaround time to 10 days. Purchasing the Advanced Service Package with the Hardware Repair option reduces repair centre turnaround time to the next business day

⁴ The number of days stated indicates the duration of time at the repair centre and excludes shipping time.



This brochure covers DIMETRA™ Express services for Europe, Middle East and Africa region™ and Latin America and the Caribbean region. Motorola Solutions Ltd., Nova South, 160 Victoria Street, London, SW1E 5LB, United Kingdom
Availability is subject to individual country law and regulations. All specifications shown are typical unless otherwise stated and are subject to change without notice.

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Available for:

EMEA and
LACR