



ESSENTIAL SERVICES FOR LTE HANDHELD DEVICES

SUPPORT WHEN YOU NEED IT

Essential Services provide you with technical support to troubleshoot problems and hardware repair to properly restore your device.

RELY ON EXPERT REPAIR

State-of-the-art diagnostics equipment, repair tools and replacement parts helps ensure your LTE devices are protected from normal wear and tear and are back in operation quickly. All LTE devices are returned to factory specifications and updated with the latest firmware. Our service centers are certified to comply with ISO9001.

ACCESS TECHNICAL SUPPORT

Our experienced technologists are available 8x5, Monday – Friday, local time, to help isolate and resolve any issues you may have with your LTE devices. These dedicated professionals effectively respond to your issues within a four hour time frame.

For more information, visit www.motorolasolutions.com/services



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DATA SHEET | NORTH AMERICA REGION

EXPAND YOUR COVERAGE

While our LTE devices are built for superior performance, accidents happen. We offer expanded coverage and support that includes: repairs for chemical, liquid and physical damage; three day repair turnaround time; two-hour window for help desk response and 8x5 technical support.

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AT-A-GLANCE

SERVICES	WARRANTY	ESSENTIAL	ESSENTIAL WITH ACCIDENTAL DAMAGE
Coverage Period	1 year	3 or 5 years	3 or 5 years
Hardware Repair	Manufacturing defects only	Manufacturing defects AND normal wear and tear	Manufacturing defect, normal wear and tear, AND accidental breakage, water, and chemical damage
Remote Technical Support	8x5	8x5	8x5
Priority Repair	No	Yes	Yes