



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.

ACCESS TECHNICAL SUPPORT

Our experienced technologists are available 8x5, Monday – Friday, to help isolate and resolve any issues you may have with your LTE devices. Rely on one point of coordinated contact to access dedicated professionals to effectively troubleshoot and resolve your issues.

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 back in operation. One way shipping is included. All devices are returned to factory specifications and updated with the latest firmware. Our service centers are certified to comply with ISO9001.

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



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DATA SHEET | ASIA PACIFIC REGION

EXPAND YOUR COVERAGE

While our LTE devices are built for superior performance, accidents happen. We offer expanded coverage and support that include repairs for chemical, liquid and physical damage.

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AT-A-GLANCE

SERVICES	WARRANTY	ESSENTIAL	ESSENTIAL WITH ACCIDENTAL DAMAGE
Coverage Period	1 year	3 years	3 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 ¹	8x5	8x5	8x5

¹ 9am - 5pm GMT +8, Mon - Fri excluding holidays.