DIGITAL MOBILE RADIO (DMR), TETRA AND APCO P25 SUPPORT SERVICES

SERVICE FROM THE START
SETTING A NEW STANDARD FOR SERVICE

Every day, you rely on your two-way radios for critical communications. In demanding environments, accidents can happen. Motorola Solutions' Service from the Start helps protect your radios from the unexpected with priority support and expedited turnaround times. Choose from three options of coverage starting from day one of your purchase:

SERVICE FROM THE START LITE
PROTECT YOUR RADIO INVESTMENT

Digital radio technology is rapidly changing, leading to increased complexity in the repair of digital radios. Service from the Start Lite allows you to leverage investments Motorola Solutions has made to provide best-in-class repair capabilities and technical support.

Get expedited response times and access to highly skilled, certified repair technicians who specialise in rapid resolution of radio performance issues. This entry-level support option extends your Motorola Solutions standard warranty to include:

• Normal wear and tear repair coverage
• 2-way freight
• Expert technical support
• Five year coverage

SERVICE FROM THE START ESSENTIAL
NO QUESTIONS-ASKED COVERAGE

Motorola Solutions' two-way radios are built for superior performance, but accidents can happen. In addition to normal wear and tear, Service from the Start Essential provides protection against accidental breakage for enhanced peace of mind. Drop your radio in water? Crack the outer housing? Damage the display? No problem. You can be confident your radios are protected when the unexpected happens. Includes:

• Normal wear and tear plus chemical, liquid and physical damage coverage
• 2-way freight
• Expert technical support
• Five year coverage

SERVICE FROM THE START COMPREHENSIVE
FULL PRODUCT LIFECYCLE COVERAGE

This comprehensive package offers the highest level of support for complete coverage of your radio devices. This package offers the same features as "Essential" but includes the extra benefit of one new equivalent battery per radio over the contract term. Includes:

• Chemical, liquid and physical damage coverage
• 2-way freight
• 1 for 1 replacement of battery over contract term
• Expert technical support
• Five year coverage

THE SERVICE FROM THE START DIFFERENCE

When you choose Service from the Start, you get first rate response times and access to expert analysts to resolve issues in the quickest possible time. As the designer and original equipment manufacturer, who better than Motorola Solutions to support and repair Motorola Solutions radios?

When it comes to repair, your radio will be handled by one of Motorola Solutions' certified repair technicians.

State-of-the-art diagnostics equipment and repair tools help us to provide expert repair of your Motorola Solutions radios. In addition, Motorola Solutions service centres are fully certified to comply with ISO9001 and ATEX standards using proven, repeatable processes to help ensure your repair is completed right the first time and every time.

AT-A-GLANCE: SERVICE FROM THE START

	SERVICE FROM THE START LITE	SERVICE FROM THE START ESSENTIAL	SERVICE FROM THE START COMPREHENSIVE
COVERAGE	5 years		
NORMAL WEAR & TEAR	✓	✓	✓
ACCIDENTAL BREAKAGE		✓	✓
ONE FREE BATTERY OVER CONTRACT TERM			✓
TELEPHONE TECHNICAL SUPPORT 9AM-5PM AEDT, MON-FRI	✓	✓	✓
SOFTWARE SUPPORT	✓	✓	✓
SHIPPING	2-way	2-way	2-way

For further information about Service from the Start please visit:

www.motorolasolutions.com/au/sfs

MOTOROLA SOLUTIONS