



ESSENTIAL SERVICES FOR LTE L11 DEVICES

SUPPORT WHEN YOU NEED IT

Essential Services provide you with technical support to troubleshoot problems and hardware repair to properly restore your L11 device.

RELY ON EXPERT REPAIR

State-of-the-art diagnostics equipment, repair tools and replacement parts helps ensure your L11 devices are protected from normal wear and tear and back in operation within five days. One or two-way shipping is included. All devices are returned to factory specifications and updated with the latest firmware. Our repair centres are certified to comply with ISO9001.

ACCESS TECHNICAL SUPPORT

Our experienced engineers are available 8x5, Monday – Friday, local time, to help isolate and resolve any issues you may have with your L11 devices. These dedicated professionals effectively troubleshoot and resolve your issues efficiently.

EXPAND YOUR COVERAGE

While our L11 devices are built for superior performance, accidents happen. We offer expanded coverage and support that includes: repairs for accidental damage; three-day repair turnaround time; and 8x5 remote technical support and two-way shipping.

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AT-A-GLANCE

SERVICES	ESSENTIAL	ESSENTIAL WITH ACCIDENTAL DAMAGE
Coverage Period	3 years	3 years
Accidental Breakage		Yes
Hardware Repair	Normal wear and tear	Normal wear and tear
¹ Turnaround Time	5-Day	3-Day
Remote Technical Support	8x5	8x5
Shipping	One-way	Two-way

¹Turnaround time is Motorola "in-house" replacement time and does not include time in transit.

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



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