



## SETTING A NEW STANDARD FOR SERVICE

# SERVICE FROM THE START

Every day you rely on Motorola TETRA terminals for your demanding mission and critical communications. Now, you can protect these terminals against normal wear and tear and more with Service from the Start – one of the most extensive service offerings available.

This unique offering comprises fast repair turnaround times, expert telephone technical support and access to the latest software releases<sup>1</sup>; all backed by Motorola's globally integrated services infrastructure, highly qualified technicians and certified repair facilities.

You'll get multi-year support and repair coverage, providing the investment protection you need to reduce your total cost of ownership.

### ENHANCED PEACE OF MIND

Motorola TETRA terminals are built to perform well in rugged environments and extreme mission critical situations. Nevertheless, we recognize that accidents happen. That's why we also offer Service from the Start with Comprehensive Coverage which, in addition to normal wear and tear, provides protection against accidental breakage so you can enjoy enhanced peace of mind. Broken display? No problem. Cracked housing? No problem. Damaged keypad? No problem.

### YOU'RE ONE PHONE CALL AWAY FROM A TETRA EXPERT

With Service from the Start, you can rest assured that technical support queries are dealt with promptly to ensure minimal downtime is incurred. Motorola technical experts work with your Motorola partner to isolate, diagnose and resolve hardware and software issues.

Your Motorola channel partner can initiate a repair request quickly and easily on your behalf. Once in the service centre, your radio will be handled by one of Motorola's certified repair technicians. State-of-the-art diagnostics equipment, repair tools, and an extensive inventory of replacement parts help us to provide expert repair on your TETRA terminals. In addition, Motorola service centres are fully certified to comply with ISO, ATEX/FM and CENELEC standards using proven, repeatable processes to help ensure your repair is completed right the first time and every time.

### FAST REPAIR TURNAROUND TIME

With Service from the Start, we provide faster turnaround time to keep your devices operating at peak capacity. You benefit from priority repairs with turnaround times ranging from same day up to 5 days depending on the service package you select. This will ensure devices are back in your hands quickly, minimising downtime and enhancing productivity.

### FEATURES

#### EXPERT TECHNICAL SUPPORT WITH FAST RESPONSE TIMES

Get the answers you need with priority call handling

#### FAST TURNAROUND TIME FOR REPAIRS

Minimising downtime with flexible service plans to meet your needs

#### COMPREHENSIVE, NO QUESTIONS ASKED COVERAGE

Helps eliminate surprise repair costs; significantly reduces total cost of ownership

#### PREDICTABLE BUDGETS

Helps to protect you from the unexpected

#### QUALITY ASSURED

Repaired to manufacturer specifications by our expert technicians

<sup>1</sup> Software release covers patches and maintenance releases of the current version to the operating system i.e. that shipped with the terminal.

## THE SERVICE FROM THE START DIFFERENCE

When you choose Service from the Start, you get first rate response times and a high level of expertise as a result of your Motorola partner working with Motorola to resolve issues in the quickest possible time. As the designer and original equipment manufacturer, who better than Motorola to repair Motorola terminals? Motorola is uniquely placed to provide high levels of repair, using genuine Motorola parts and ensuring terminals are repaired to manufacturer specifications.

## SERVICES EXPERTISE ACROSS THE TETRA LIFECYCLE

Motorola offers a complete portfolio of services across the TETRA lifecycle – from solution planning and design to deployment and ongoing management and support. Additional services available to support Motorola TETRA terminals include: battery maintenance; fleet mapping; terminal provisioning and training.

### AT-A-GLANCE: SERVICE FROM THE START

| COVERAGE   | WARRANTY                  | SERVICE FROM THE START LITE | SERVICE FROM THE START ESSENTIAL | SERVICE FROM THE START WITH COMPREHENSIVE COVERAGE |
|--|---------------------------|-----------------------------|----------------------------------|--|
| Coverage   | 1 Year                    | 3, 5 Years                  | 3, 5 Years                       | 3, 5 Years   |
| Manufacturer Defects Only                                | •                         | •                           |                                  |  |
| Covers Normal Wear and Use                               |                           |                             | •                                | •  |
| Covers Accidental Breakage                               |                           |                             |                                  | •  |
| Turnaround Time <sup>(1)</sup>                           | 10 Days+                  | 5 Days                      | Next Day                         | Same Day   |
| Non-Technical Telephone Support:<br>9am-5pm CET, Mon-Fri | •                         | •                           | •                                | •  |
| Technical Telephone Support:<br>9am-5pm CET, Mon-Fri     |                           |                             | •                                | •  |
| Software Support <sup>(2)</sup>                          | Bug Fix Only <sup>3</sup> | Bug Fix Only <sup>3</sup>   | •                                | •  |
| Shipping   | 1-Way                     | 1-Way                       | 1-Way                            | 2-Way  |

Service from the Start is a multi-year service program that is available with the purchase of new Motorola digital radios and must be purchased within 90 days of the product purchase. Excluded from coverage is damage to accessories and consumables such as batteries, antennae and damage caused by natural or man-made disasters such as fires, floods and theft. Product must be operated within its environmental specifications. Service availability may vary by country. Please contact your Motorola channel partner for complete program details and a list of Motorola TETRA radios eligible for Service from the Start.

- (1) Turnaround time is Motorola "in-house" repair time and does not include time in transit.
- (2) Software Support comprises patches (bug fixes) and maintenance releases of the current version of the software.
- (3) Software Support for Warranty and Service from the Start Lite provides for bug fix only within Hardware Warranty Period.

For further information about Service from the Start, or any of our services, contact your Motorola sales representative or visit [www.motorolasolutions.com/services](http://www.motorolasolutions.com/services).

