



# ESSENTIAL AND ADVANCED SERVICES FOR MOTOTRBO™ TWO-WAY RADIOS

SUPPORT WHEN YOU NEED IT  
ACCELERATE DEPLOYMENT AND IMPROVE CONTINUITY

The superior capabilities of your MOTOTRBO platform ensure communications are safe, clear and reliable across your business. Keep your two-way radios up to date and secure with Essential and Advanced Services for MOTOTRBO.

Essential and Essential with Repair provide access to software updates and hardware repair. Five years coverage (2 years warranty plus 3 additional years) allows you to stay ahead of the game with your two-way radios. With Advanced, you get accidental damage cover which provides you with additional protection for your two-way radios for repair and replacement beyond normal wear and tear. Next day turnaround on repairs keeps your fleet operating smoothly without skipping a beat. Be confident in the optimal performance of your two-way radios with the service options offered, ensuring maximum productivity.

## MANAGING YOUR TWO-WAY RADIOS

### THE CORE OFFERS

Choose from three options:

- **ESSENTIAL**
- **ESSENTIAL WITH REPAIR**
- **ADVANCED**

### ESSENTIAL

Always stay ahead of the game with Essential for MOTOTRBO two-way radios.

The Essential package ensures continuous security, performance and enhanced functionality of your two-way radios by providing access to MOTOTRBO certified and tested software updates and upgrades.

Essential protects your investments through access to new features as they are developed and expands your capabilities beyond voice for increased productivity, reliability and safety.





### ESSENTIAL WITH REPAIR

Our two-way radios are built for superior performance. With expert hardware repair, all radios are returned to factory specifications at ISO9001 certified Service Centres. All repaired hardware devices are expedited back to you so you can be productive and keep your operations running smoothly.

### ADVANCED

With Advanced Services, you can protect your radios ensuring access to technical support and software updates with a repair service that covers you for normal wear and tear and accidental damage.

Highly qualified support technicians at certified repair facilities, backed by Motorola Solutions globally integrated services infrastructure, helps ensure fast hardware repair turnaround times to provide the investment protection you need to reduce your total cost of ownership.

## SERVICES FOR NEW MOTOTRBO TWO-WAY RADIOS

### AT-A-GLANCE

COVERAGE	ESSENTIAL	ESSENTIAL WITH REPAIR	ADVANCED
Duration <sup>1</sup>	5 years	5 years	5 years
Manufacture defects	Not applicable (Warranty cover for 2 years)	✓	✓
Normal wear and tear	Not applicable	✓	✓
Accidental damage	Not applicable	Not applicable	✓
Turnaround time <sup>2</sup>	Not applicable	3 days	Next day
Non-technical telephone support. 9am - 5pm CET, Mon - Fri	✓	✓	✓
Technical telephone support. 9am - 5pm CET, Mon - Fri	✓	✓	✓
Software support <sup>3</sup>	✓	✓	✓

<sup>1</sup> Only 5 year duration available at time of purchase

<sup>2</sup> Turn-around time is Motorola Solutions "in-house" repair time and does not include transit and customs clearance in either direction

<sup>3</sup> Software support provides bug-fixes and updates to the current release for the duration of the contract

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