



# **ESSENTIAL SERVICES FOR NEW MOTOTRBO™ TWO-WAY RADIOS**

**SUPPORT WHEN YOU NEED IT  
STAY AHEAD OF THE GAME: 5 YEARS OF SOFTWARE AND REPAIR**

The advanced capabilities of your MOTOTRBO platform ensures communications are safe, clear and reliable across your enterprise. Keep your two-way radios up to date and secure with Essential Services for Mototrbo Devices.

Essential Services provides access to software updates, hardware repair and escalated technical support services. Five years of coverage (2 years warranty plus 3 additional years) allows you to stay ahead of the game with your two-way radios. Be confident in the optimal performance of your two-way radios ensuring maximum productivity.

## **MANAGING YOUR TWO-WAY RADIOS WITH ESSENTIAL SERVICES**

### **ACCESS TO LATEST FIRMWARE**

Software updates ensure continuous security, performance and enhanced functionality of your two-way radios by getting access to MOTOTRBO certified and tested release software updates and upgrades. Regular release software updates protect and enhance operations to extend the lifespan of your MOTOTRBO devices. Invest in planned updates to minimize unforeseen costs and service disruptions.

### **ESCALATED REMOTE TECHNICAL SUPPORT**

Through Motorola's authorized Partners, you can gain access to our experienced Technologist who are available 8x5, Monday-Friday who provides escalated support to help isolate and resolve issues relating to Mototrbo devices.

### **REPAIR SERVICES**

Our two-way radios are built for superior performance. With expert hardware repair, all radios are returned to factory specifications. Our service centers are certified to comply with ISO9001 and TL9000.

## ESSENTIAL SERVICES FOR NEW MOTOTRBO TWO-WAY RADIOS

DEVICE	TYPE	NEW SALES		
		INCLUDED	OPTIONAL	
MID TIER	DP2XXXX, SL2XXXX	5Y ESSENTIAL	5Y ESSENTIAL WITH ACCIDENTAL DAMAGE	5Y ESSENTIAL WITH COMPREHENSIVE COVERAGE
PRO TIER	DM4XXXX, SL4XXXX DP3XXXX, DP4XXXX			
SPECIALTY	DP4XXXX EX			

Contact your MOTOROLA Sales Representative for service package on Mototrbo Infrastructure.

SERVICE PACKAGES AT A GLANCE	ESSENTIAL	ESSENTIAL WITH ACCIDENTAL COVERAGE	ESSENTIAL WITH COMPREHENSIVE COVERAGE
ACCESS TO LATEST FIRMWARE	✓	✓	✓
8x5 ESCALATED REMOTE TECHNICAL SUPPORT VIA DISTI/T1 RESELLER; AEDT 9AM-6PM M-F	✓	✓	✓
NORMAL WEAR & TEAR*	✓	✓	✓
2-WAY SHIPPING FOR REPAIR	✓	✓	✓
ACCIDENTAL BREAKAGE		✓	✓
ONE FREE BATTERY 1 TIME OVER CONTRACT TERM			✓

\* In-house repair time measures repair time at the Repair Depot and is targeted to complete within 90% of the time (10D for Essential, 7D for Accidental Damage & Comprehensive Coverage). In-house repair time does not include shipping/custom clearance time.

NOTE:

- SfS offers will be retired upon Essential services launch.
- Service packages available for purchase by Distri/Dealers only. Customers can only purchase Flat Rate Repair service.
- Eligible hardware platform refers hardware that can support firmware updates/upgrades or in the case of flat rate repair, fulfills the criteria for repair work to be done.

## Optional Services



**Accidental Damage** offers you full coverage to keep you worry free. Accidental Damage is an add-on service that provides you with additional coverage for your two-way radios for repair and replacement beyond normal wear and tear



**Comprehensive Coverage** offers you one battery replacement during the contract term in addition to the benefits of Accidental Damage. Comprehensive Coverage is an add-on service that provides you even greater benefits for your two-way radios.

### MAXIMIZING TWO-WAY RADIO PERFORMANCE

#### THE REWARD

Essential Services for MOTOTRBO two-way radios will provide you with a reliable approach to protect your investment through expanded software capabilities and improved reliability and security.

#### THIS ENABLES YOU TO:

- Protect your investment through access to new software features as they are developed.
- Run new functionality, often without any additional hardware investment.
- Enhance your availability and stability of two-way radios.
- Achieve peace of mind on your hardware investment with hardware repair services.
- Extend the life of your devices.

