



# SERVICE FROM THE START

**KEEP YOUR MOTOTRBO™ DEVICES UP AND RUNNING**



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

## **SERVICE FROM THE START LITE PROTECT YOUR RADIO INVESTMENT**

Get fast response times and access to highly skilled, certified repair technicians who specialize in rapid resolution of radio performance issues. State-of-the-art diagnostics equipment, repair tools and an extensive inventory of replacement parts helps ensure your radios are back in operation quickly.

Motorola service centers are certified to comply with ISO9001 and TL9000 standards using proven, repeatable processes so that your repair is completed right the first time, every time.

### **Includes:**

- Normal wear and tear repair coverage
- Five day repair turnaround time
- Expert technical support (8x5)

## **SERVICE FROM THE START COMPREHENSIVE NO-QUESTIONS-ASKED COVERAGE**

Motorola's two-way radios are built for superior performance, but accidents happen. In addition

to normal wear and tear, Service from the Start Comprehensive 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:**

- Chemical, liquid and physical damage coverage
- Three day repair turnaround time
- Expert technical support (24x7x365)

## DATA SHEET

SERVICE FROM THE START FOR MOTOTRBO DEVICES

### AT-A-GLANCE:

	WARRANTY	SERVICE FROM THE START LITE	SERVICE FROM THE START COMPREHENSIVE
Coverage Period	12 months/24 months	1, 2, or 3 years with radio purchase	3 or 5 years with radio purchase
Hardware Repair	Defects only	Normal wear and tear	Chemical, Liquid, Physical Damage
Repair Turnaround Time (In-House)	Up to 10 days	5 days	3 days
Helpdesk Response Time	X	4 hr response	2 hr response
Shipping	1-way	2-way	2-way
Remote Technical Support	8x5	8x5	24x7

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

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