



ASTRO® 25 AND PCR DEVICES SUPPORT SERVICES

SERVICE FROM THE START

SETTING A NEW STANDARD FOR SERVICE

Every day, you depend on your two-way device to ensure your system users can remain in constant contact – especially in mission critical situations. In these rugged environments, we understand that sometimes accidents happen, which is why you need to be able to minimize device downtime and have a contingency plan to protect against the unexpected so your device can be returned to you as quickly as possible. Service from the Start for ASTRO® 25 and PCR Devices is a unique service offering that provides the services you need when you need them.

TAILORED SERVICE OFFERINGS TO PROTECT YOUR INVESTMENT

Service from the Start is comprised of two bundles* to provide tailored system support from day one.

Service from the Start Lite

The Lite bundle will reduce device downtime with:

- Normal wear and tear repair coverage
- 5 day repair turnaround time
- Expert technical support (8x5)
- Available for all ASTRO 25 and PCR radio models

Service from the Start Comprehensive

The Comprehensive bundle adds an extra layer of protection for situations when accidents happen:

- Chemical, liquid and physical damage coverage
- 3 day repair turnaround time

- Expert technical support (7x24x365)
- Available on XTS®, XTL™, MOTOTRBO™ and APX™ radio models

Both bundles are backed by Motorola's global integrated services with the best-in-class technical support technicians, 900 Motorola Service Providers, and certified repair facilities. Adding Service from the Start to your ASTRO 25 and PCR devices provides proactive protection that you can purchase as an option when ordering the radio or as an annual service agreement.

PEACE OF MIND

Motorola two-way devices are built to perform well in rugged environments but we recognize that accidents happen. That's why we have Service from the Start Comprehensive. In addition to normal wear and tear, it provides protection against accidental breakage so you can enjoy enhanced peace of mind. Drop your radio in water? No problem. Crack the outer housing? No problem. Damaged display? No problem. At Motorola, we focus on how to keep your technology running smoothly.

REDUCE RISK

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 potential issues, reducing the risk of the issue escalating.

DATA SHEET

ASTRO® 25 AND PCR DEVICES SUPPORT SERVICES

If your device requires repair, we reduce the risk of your users not being connected by minimizing device downtime. You can quickly initiate a repair request through Motorola OnLine (MOL) and Service from the Start provides you with fast repair turnaround times, getting your device quickly back into operation and allowing your users to communicate.

LOWER TOTAL COST OF OWNERSHIP

Having Service from the Start means you can budget in advance for your device's maintenance, which removes the concern of having to incur unexpected repair or support costs, resulting in reduced cost of ownership.

Service from the Start allows you to increase operator productivity since Motorola will be responsible for managing the repair of your devices. With Motorola performing repairs and providing technical support, there is no need to add resources to manage your devices' operations.

THE SERVICE FROM THE START DIFFERENCE

When you choose Service from the Start, you get first rate response times and access to expert analysts to resolve issues in the quickest possible time. As the designer and

original equipment manufacturer, who better than Motorola to troubleshoot, support and repair Motorola devices? Our Solutions Support Center is staffed by trained and highly skilled Systems Technologists who specialize in the characterization, diagnosis and swift resolution of device performance issues.

When it comes to repair, your device 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 ASTRO 25 and PCR devices. In addition, Motorola service centers are fully certified to comply with ISO9001 and TL9000 standards using proven, repeatable processes to help ensure your repair is completed right the first time and every time.

SERVICES EXPERTISE ACROSS THE ASTRO 25 LIFECYCLE

Motorola offers a complete portfolio of services across the ASTRO 25 and PCR lifecycle – from solution planning and design to deployment, ongoing technology updates and network migration.

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

AT-A-GLANCE: Service from the Start

	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 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

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