



# FAQS

## SERVICE FROM THE START ESSENTIAL

### GOVERNMENT AND PUBLIC SAFETY + RADIO CHANNEL BUSINESSES

#### EXTERNAL USE

#### Q. WHAT IS SERVICE FROM THE START ESSENTIAL?

**A.** Service from the Start Essential (SfS Essential) is an extended warranty programme that offers the benefit of a factory warranty for a period of five years along with additional services including pre-paid two-way freight costs.

#### Q. DOES THIS IMPACT MY EXISTING MOTCARE CONTRACT?

**A.** There is no impact. Existing MotCare extended warranty contracts will be honoured for the duration of their warranty period.

#### Q. WHAT IS INCLUDED WITH SfS ESSENTIAL?

**A.** The SfS Essential covers you for hardware repair of eligible New Zealand type approved radios only; this does not include accessories or consumables. Under SfS Essential, two-way radio hardware is covered by a five year warranty, and the battery and charger components come with a 12 month factory warranty. For example, if your two-way radio comes back to Motorola Solutions with worn buttons we will replace them within the period of your SfS Essential agreement.

#### Q. WHICH RADIOS ARE ELIGIBLE FOR SfS ESSENTIAL?

**A.** SfS Essential is available as an optional extra for the following MOTOTRBO, TETRA and APCO P25 APX radios:

### ELIGIBLE PRODUCTS

<b>APCO P25</b>	APX2000	APX2500	APX3000	APX6000	APX6500	APX7000	APX7500	XTS2500	XTL2500
<b>MOTOTRBO</b>	DP2000 Series	DP3000 Series	DP4000 Series	DM3000 Series	DM4000 Series	SL4000 Series	DP4000 EX Series		
<b>TETRA</b>	MTP3000 Series	MTP6000 Series	MTM5000 Series	MTP850 EX					

Please note: SfS Essential only covers the subscriber terminal and excludes any accessories or consumable parts such as batteries or antennas.

#### Q. DO ALL MOTOROLA SOLUTIONS RADIOS COME WITH SfS ESSENTIAL AS STANDARD?

**A.** No, SfS Essential is an optional item for eligible radios, please see table above.

## Q. WHAT ARE THE FEATURES OF SfS ESSENTIAL?

A. The features of SfS Essential are as follows:

SERVICES	Description	Coverage period	Repair turnaround time (in-house) – business days	Normal wear & tear	Telephone support	Shipping	Battery refresh	Cosmetic refurbishment
WARRANTY	Return to base standard T&C	12 months – APCO P25 & TETRA 24 months - MOTOTRBO	10+ days	Defects only	Not available	One-way	Not available	Not available
SfS ESSENTIAL	Extended warranty	5 years	10 days	✓	Coming soon	Both ways	Option for future	Option for future

## Q. HOW CAN I ORDER SfS ESSENTIAL FOR MY TWO-WAY RADIOS?

### A. Government and public safety customers:

Please order the SfS Essential part number at the same time as new radio purchase with your account manager. You can also purchase SfS Essential for up to six months after your original purchase. Speak to your Motorola Solutions account manager for details.

### For all other customers:

SfS Essential can be ordered at two separate times; SfS Essential can be ordered at the time you purchase your radios. You can also purchase SfS Essential for up to six months after your original purchase of the eligible radios, speak to your authorised Motorola Solutions channel partner for details.

## Q. CAN I BUY SfS ESSENTIAL RETROSPECTIVELY FOR RADIOS THAT I PURCHASED PRIOR TO APRIL 2014?

A. If you purchased a radio before April 2014, your MotCare agreement will be honoured, however you are unable to purchase SfS Essential for these radios.

## Q. WHO IS SfS ESSENTIAL AVAILABLE TO?

A. All Australian, New Zealand and Pacific Island customers who source and use the type approved, eligible radios, either purchased via an accredited channel partner or direct from Motorola Online (MOL).

## Q. HOW DO I SEND A RADIO IN FOR REPAIR UNDER SERVICE FROM THE START?

A. To send your radio back for repair please contact your authorised Motorola Solutions channel partner.

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For more information, please contact your Motorola Solutions account manager.

