



# MOTOTRBO™ INFRASTRUCTURE WARRANTY AND SUPPLEMENTAL SERVICES

SUPPORTING YOU TO MINIMISE  
DISRUPTION AND IMPROVE CONTINUITY





# MOTOTRBO IS DESIGNED AND BUILT FOR LONG-LASTING PERFORMANCE, BUT IT IS NOT ALWAYS POSSIBLE TO PREVENT EVERY EQUIPMENT FAILURE

MOTOTRBO infrastructure hardware includes an Enhanced Warranty as standard that provides 5 years of software updates and technical support and 2 years of hardware repair (extendable to 5 years). To maintain your MOTOTRBO infrastructure so that it continues to operate at optimal levels, optional service packages are also available to provide extended and enhanced levels of protection including remote network monitoring.

## ENHANCED WARRANTY

All MOTOTRBO infrastructure hardware comes with Enhanced Warranty as standard. Enhanced Warranty includes all the following features to keep your system operational:



### HARDWARE REPAIR (2 YEARS)

Motorola Solutions will repair any failures caused by a manufacturing issue for two years from the date of purchase. Repairs are carried out to the highest quality standards by trained technicians at our central repair facility.



### REMOTE TECHNICAL SUPPORT (10 x 5, 5 YEARS)

Our system engineers are available 10 hours a day / Monday - Friday (8am -6pm CET) to give you the help you need. Our engineers will help troubleshoot and resolve network issues remotely and can even connect to your system to diagnose issues.



### SOFTWARE UPDATES (5 YEARS)

At Motorola Solutions, we are constantly innovating and adding new features through our software releases. Take advantage of these updates and enhancements with access to the latest versions of firmware for your infrastructure. Enhanced Warranty provides you access to the latest versions for 5 years.





## ESSENTIAL (CAPACITY MAX ONLY)

If you are managing an expanding Capacity Max system, its business-criticality will grow as the scale of the system increases. The impact of faults or failures can become a large concern for your organisation in this situation. To help you manage these risks we offer a different level of support for Capacity Max customers. The Essential service offering has all the same features as Enhanced Warranty, plus:



### REMOTE TECHNICAL SUPPORT (24 x 7 x 365, 5 YEARS)

Our Technical Support engineers are available 24 hours a day, 7 days a week to deal with Severity 1 Critical faults, ensuring that your network keeps functioning.



## ADVANCED (CAPACITY MAX ONLY)

The Advanced Capacity Max service offering adds additional features to the Essential Capacity Max service offering. You can pick either one or both of these services to add to your Essential Capacity Max support.



### NETWORK UPDATES (5 YEARS)

Network Updates aligns your system with the MOTOTRBO platform life cycle, offering the ability to keep your system protected and operating optimally through carefully programmed software and hardware releases. Network Updates also features new functionality to further enhance your infrastructure therefore ensuring that you have the latest features available to you and your team.



### NETWORK MONITORING (5 YEARS)

With network event monitoring, Motorola Solutions connects securely and seamlessly to your infrastructure, and our dedicated, highly-trained staff in our Technical Support Operations team proactively detects, troubleshoots and rapidly resolves network issues. When an actionable event is detected, our network specialists will conduct remote diagnosis using our extensive knowledge database to identify the problem quickly and accurately, and to resolve it immediately.

# OPTIONAL SUPPORT SERVICES

Enhanced Warranty, Essential and Advanced service offerings can be further enhanced with the Optional Support Services. These services add the following features to support of your business-critical system.

## **HARDWARE REPAIR (5 YEARS)**

Our optional hardware repair service increases the repair coverage to 5 years allowing repair to align with your Technical and Software support. The Hardware repair service is also improved by covering wear and tear repairs as well as manufacturing defects. Depending on your service package, a 20-day, 10-day, or 5-day processing time in our dedicated repair centre is provided. Additionally, the Advanced service package offers two-way shipping.

## **ADVANCE REPLACEMENT**

Optional Support Services for infrastructure include advance replacement meaning substitute equipment is sent to your site to replace failed hardware, allowing you to get your system up and running as soon as possible.

## **ON-SITE TECHNICAL SUPPORT**

Motorola Solutions On-site Technical Support provides the ability to schedule two or three continuous days of on-site technical assistance (excluding travel) from a Motorola Solutions System Technical Engineer (STE). This Motorola Solutions STE will be available to assist on implementation and post-implementation services.

## SUPPORT SERVICE SCOPE

COVERAGE	ENHANCED WARRANTY	CAPACITY MAX ESSENTIAL	CAPACITY MAX ADVANCED
2-year manufacturers defect repair	✓	✓	✓
20-day hardware repair (defect only)	✓	✓	✓
5-years of software upgrades	✓	✓	✓
5-years remote technical support (10 x 5)	✓	✓	✓
5-years remote technical support for critical faults (24 x 7)	–	✓	✓
Network Update	–	–	●
Network Monitoring	–	–	●

## OPTIONAL SUPPORT SERVICES

COVERAGE	ENHANCED WARRANTY	CAPACITY MAX ESSENTIAL	CAPACITY MAX ADVANCED
Extend to 5 years repair (days processing time)*	○ (20)	○ (10)	○ (5)
Hardware repair advance replacement	○	○	○
On site technical support	○	○	○
Hardware repair two-way shipping included	–	–	○

✓ Included   ● Pick One or Both   ○ Optional

\* Repair time is defined as the time taken to process the radio in the Motorola Solutions repair facility and does not include shipping.

Motorola Solutions Ltd. Nova South, 160 Victoria Street, London, SW1E 5LB, United Kingdom.

Infrastructure services cover the following hardware: SLR1000, SLR5500, SLR8000, Capacity Max System Servers (CMSS) incl. Trunk Controllers, Voice Gateways, System Advisor, and Enhanced Software Updater, Capacity Max Data Gateways, and Consoles (Motorola Provided).

Availability is subject to individual country law and regulations. All specifications shown are typical unless otherwise stated and are subject to change without notice.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license.

All other trademarks are the property of their respective owners. ©2020 Motorola Solutions, Inc. All rights reserved. (04/20)