

Service from the Start with Comprehensive Coverage for MOTOTRBO (Europe and Africa)

Service from the Start with Comprehensive Coverage is a unique prepaid service that includes normal wear and tear, as well as coverage for internal and external components damaged through accidental breakage. Purchased together with, or within 90 days of, the Motorola hardware purchase, this multi-year offer significantly reduces unexpected repair expenses while helping to protect customers' investments.

Service from the Start with Comprehensive Coverage comprises –

- Hardware Repair with same day turnaround time and two way shipping
- Accidental Damage
- Telephone Technical Support
- Software Support

For purposes hereof, “Software” shall mean computer programs in machine-readable form included in the product, which are essential to the functionality thereof as specifically stated in the product published specifications (also referred to as “Core Product Software”).

“Customer” shall mean Motorola Solutions Distributor or Reseller who have direct purchasing agreements with Motorola and authorized to sell MOTOTRBO products and services.

Hardware Repair

Hardware Repair provides product repair at a Motorola operated or supervised facility that employs the same test equipment and original Motorola components used in the manufacture of the equipment. Products are repaired to ensure full compliance is met with the product specifications published by Motorola at the time of delivery of the original product via:-

- Repairs, adjustments and restorations, if appropriate, of any covered product(s) that malfunction while being used within the operational and environmental parameters specified by Motorola.
- Product updates, if applicable, as may be defined occasionally by Motorola Engineering Change Notices.

Telephone Technical Support

Telephone Technical Support is provided for technical issues that require a high level of product or troubleshooting expertise. Motorola EMEA System Support Centre (ESSC) Technical Support operation is staffed with highly trained technologists who specialise in the diagnosis and resolution of product issues, and is accessed via Motorola Call Management Centre (CMC). Motorola ESSC is continuously monitored against stringent, industry recognised inbound call management and case management processes.

Software Support

Software Support provides access to software updates in the form of Maintenance Releases and Patches which are defined as follows:

- Maintenance Releases** are the collection of cumulative error corrections, which may include enhancements to the existing functionality or performance of the Software, and/or
- Patches** (“bug fixes”) defined as Software changes released to correct verified Software errors in the current version

Note: new Software Releases, such as major Operating System version updates or other Software Releases that provide significant new functionalities or performance (“Major Releases”) are not included.

Scope of Products included

Service from the Start with Comprehensive Coverage and associated options are currently available for the following MOTOTRBO radios and repeater:

Entry Tier	Mid / High Tier	Specialist Tier
DP1400	DP2400	DP4401EX
DM1400	DP2600	DP4801EX
DM1600	DP3441	SLR5500
SL1600	DP4400	
	DP4401	
	DP4600	
	DP4601	
	DP4800	
	DP4801	
	DM2600	
	DM4400	
	DM4401	
	DM4600	
	DM4601	
	SL4000	
	SL4010	
	DP3400, DP3401	
	DP3600, DP3601 *	
	DM3400, DM3401	
	DM3600, DM3601 *	

* Note that Service from the Start 5Yr will be withdrawn for DP3xxx and DM3xxx cancelled radios from 31st December 2014. Service from the Start 3Yr will still be available beyond this date.

Motorola Responsibilities

1. **Non Technical Telephone and E-Mail Support Coverage Hours.** Motorola will provide non technical helpdesk during standard business hours Monday to Friday 09:00hrs to 17:00hrs CET (“Support Days”) Monday to Friday, excluding 25th and 26th December and 1st Jan. Motorola will provide hardware repair updates during standard business hours Monday to Friday 09:00hrs to 17:00hrs CET (“Support Days”) Monday to Friday, excluding local Public holidays.
2. **Remote Technical Support Telephone and E-Mail Support Coverage in English language.** Motorola shall respond to calls within four (4) hours during the support days. In addition, customers may contact the Motorola Service Desk (MSD) who will log a technical request on Motorola Case Management System 24 x 7 on the customer's behalf. This includes providing:
 - a. Support for the current version of Core Product Software, as well as the most prior Software Release as defined in Section 9.
 - b. Escalation - when necessary, Motorola will use established escalation procedures to enlist higher levels of expertise
3. **Technical Problem Isolation, Analysis and Resolution.** A Motorola representative will:
 - o Assess the nature of the problem
 - o Assist and perform problem determination
 - o Work to achieve problem resolution
4. **Hardware Repair.** Motorola will provide repair with a same business day in-house turnaround time provided the radios are delivered to the repair center by 9:00 a.m. (local repair center time). Turnaround time represents the time a product spends at Motorola in the repair process; it does not include time in transit. Turnaround times are a target and are not a guarantee. Radios received for repair in larger quantities than is deemed reasonable by Motorola may not be repaired the same business day. Motorola may use new, refurbished and used component parts to complete a repair.

Motorola Responsibilities (continued)

5. **Comprehensive Coverage.** Motorola will repair electrical failures caused by accidental damage to the Motorola terminals covered by the service agreement that occur during normal use. Examples of items included under Comprehensive Coverage include -
 - a. Electrical repair for failures caused by accidental water damage
 - b. Electrical repair for accidental internal damage
 - c. Replacement of accidentally cracked or broken housings.
 - d. Replacement of accidentally cracked or broken displays.
 - e. Replacement of accidentally cracked or broken or missing keypads/buttons
6. **Transportation.** Motorola will provide pickup and delivery of the equipment to be repaired from the Customer's location and bear all costs and risks associated with this transportation, excluding any customs, duties and taxes incurred.
7. **Software Error Corrections.** Motorola will use reasonable commercial efforts to correct reproducible errors and to provide problem analysis and resolution, including corrective support to resolve identifiable and reproducible Software problems. Motorola will also help to identify problems that are difficult to reproduce.
8. **Software Releases.** Upon approved request, customer is granted the right to use and copy available Software Releases under the terms and conditions specified in Section 10 and 11 of Customer Responsibilities below. Motorola will update any associated documentation, if necessary, within a reasonable time after a Software Release is published.
9. **Support for Software Releases.** Motorola may provide Patches ("bug fixes") to the current version (defined as the version shipping with the product on the date purchased by the customer) until the first production ship date of the next Maintenance Release. After this date, correction of Software errors may require installation of the new Software Release (to the extent the Customer is entitled to receive it). Motorola may, in its sole discretion, provide support for older or discontinued Software versions; special support pricing may apply.

Customer Responsibilities

1. **Serial Numbers.** Customer must provide a complete list, preferably in electronic format, or by completing a Service Order Form (SOF) of all hardware serial numbers to be covered under the service agreement.
2. **Initiating Repair.** When Service from the Start Comprehensive is purchased at the time of ordering the equipment, the serial numbers will automatically be captured and included in the service agreement. When Service from the Start Comprehensive is purchased separately from the equipment order, then Customer must complete a Service Request Form (SRF) for each faulty unit and label the package correctly with a pre-paid consignment label, contact the local Logistics Provider and arrange for the faulty unit to be collected and sent to Motorola for repair.
3. **Initiating Telephone Technical Support.** Customer must complete and submit a Technical Support Request Form when initiating such a request via e-mail. When contacting Motorola for Technical Support, customer must provide the Serial Number of the unit.
4. **Packaging.** Customer must package all items to normal commercial standards. Motorola original packaging is recommended.
5. **Transportation.** Customer should contact their local Logistics Provider to arrange for the package to be collected.
6. **Error Reporting.** Customer must document and promptly report all detected errors to Motorola with enough detail to permit Motorola to reproduce the error. Customer must also assist Motorola with recreating and diagnosing each error.
7. **Installation of Software Releases.** Customer must promptly implement all Software Releases downloaded from Motorola customer support website, or otherwise provided by Motorola.

Customer Responsibilities (continued)

8. **Supervision of Software.** Customer must supervise, control and manage the use of the Software. Customer must also implement procedures for protecting its personal information and backup facilities from unauthorized access in the event of errors.
9. **Systems Upgrade.** To provide Software Releases and workarounds, Motorola may require customer to upgrade hardware and/or software systems, at its own expense, to Motorola currently supported versions of system components.
10. **Compliance with Terms of Agreement.** Customer agrees to use copy or download only those Software Releases for which it has received explicit approval from Motorola to obtain from Motorola customer support website. This entitlement is granted only for the specific serial numbers of the products covered by this agreement, and does not include rights to provide copies, transfer or otherwise distribute any release of the Software to any other product or any third party. If customer is found in noncompliance with this condition, Motorola reserves the right to invoice for any support charges necessary to obtain compliance, discontinue support or take other action as it deems appropriate. Motorola reserves the right to audit customer records using an independent third party auditor to verify compliance.
11. **Compliance with License Terms.** Customer is responsible for complying with the terms of all relevant End User License Agreements pertaining to the Software. Motorola reserves the rights to suspend its' provisioning of support or take further action if the customer is found in violation of such license agreements.

Limitations and Restrictions

1. Customer will incur additional charges at the prevailing rates for any of the following activities, which are not covered under this agreement:
 - a. Replacement of consumable parts or accessories, as defined by product, including but not limited to batteries, cables, carrying cases.
 - b. Repair of problems caused by natural or manmade disasters, including but not limited to fire, theft and floods that would cause internal or external component damage or destruction.
 - c. Repair of problems caused by third parties' accessories or peripherals not approved in writing by Motorola for use with the product.
 - d. Repair of problems caused by using the device outside of the product's operational and environmental specifications or repaired by a third party.
 - e. Repair of problems caused by unauthorized alterations or attempted repair.
 - f. Non-remedial work, including but not limited to administration and operator procedures, reprogramming, and operator or user training.
 - g. Problem determination and/or work performed to repair or resolve issues with non-covered products; for example, any hardware or software products not specifically listed on the service order form.
 - h. Performance of any file backup or restoration.
 - i. Completion and test of incomplete application programming or system integration if not performed by Motorola and specifically listed as covered.
 - j. Use of Software Releases except as provided for under the responsibilities outlined in this document.
2. Where ongoing "accidental damage" is deemed by Motorola to be excessive, systemic or the result of product mishandling, customer may be subject to audit. Should it continue unabated, customer will incur repair charges at Motorola discretion and prevailing charges for products deemed by Motorola to have been damaged through improper handling, carelessness or reckless use.
3. Where a product is submitted to Motorola for repair that is outside the scope of Service, such repairs will require payment by the Customer and will be quoted by Motorola of additional costs in accordance with Motorola standard Time and Materials (T&M) rates and terms and conditions. Motorola will notify the customer of any incremental charges related to aforementioned exclusions, prior to completing the repair and said repair will be subject to acceptance of the quotation by the customer.
4. This service does not cover cosmetic imperfections that do not affect the functionality of the device.

5. Motorola is not obligated to provide support for any product:
 - a. That has been repaired, tampered with, altered or modified — except by Motorola authorised service personnel (including the unauthorized installation of any software) and / or the correct installation of Motorola or 3rd party option boards.
 - b. That has been subjected to unusual physical or electrical stress, abuse, or forces or exposure beyond normal use within the specified operational and environmental parameters set forth in the applicable product specification.
 - c. If customer fails to comply with the obligations contained in the product purchase agreement and/or the applicable software license agreement and/or Motorola terms and conditions of service.

Geographic Availability

Service from the Start is available in EU, Norway, Switzerland, Russia, and South Africa, including these 20 new countries in alphabetical order, Albania, Algeria, Andorra, Angola, Bosnia-Herzegovina, Cameroon, Croatia, Iceland, Lichtenstein, Macedonia, Moldavia, Monaco, Montenegro, Morocco, Nigeria, Senegal, Serbia, Tanzania, Tunisia and Ukraine.

Contact Us

For Telephone Non-Technical/Technical Support or Hardware Repair questions and feedback, please contact us with the given numbers below:

COUNTRY	TELEPHONE NUMBERS
AUSTRIA	0800 297541
BELGIUM	080072471
DENMARK	80880572
FINLAND	0900 1149 910
FRANCE	0800903090
GERMANY	08001875240
GREECE	00800491020
ICELAND	8008147
IRELAND	1800 555021
ITALY	800877387
LUXEMBOURG	08002327
NETHERLANDS	0800224513
NORWAY	80011115
PORTUGAL	0800849570
RUSSIA	74957850150
SPAIN	900984902
SWEDEN	020794307
SWITZERLAND	0800553082
UNITED KINGDOM	0800 969095
ALL OTHER COUNTRIES	49 3066861555

E-Mail Us:

Please email us your hardware repair inquiries at ersc@motorolasolutions.com. Customers from EU, Norway and Switzerland may also check the status of hardware repairs at <https://emeaonline.motorolasolutions.com>.

Please email us if you need technical support at essc@motorolasolutions.com. Customers may also raise technical support requests and check the status of such requests at <https://emeaonline.motorolasolutions.com>.