



ESSENTIAL SERVICES FOR APX™ TWO-WAY RADIOS

SUPPORT WHEN YOU NEED IT

Essential Services provide you with technical support to troubleshoot problems and hardware repair to properly restore your device.

RELY ON EXPERT REPAIR

State-of-the-art diagnostics equipment, repair tools and replacement parts helps ensure your radios are protected from normal wear and tear and back in operation within five days. Two-way shipping is included. All radios are returned to factory specifications and updated with the latest firmware. Our service centers are certified to comply with ISO9001 and TL9000.

ACCESS TECHNICAL SUPPORT

Our experienced technologists are available 8x5, Monday – Friday, local time, to help isolate and resolve any issues you may have with your radios. These dedicated professionals effectively troubleshoot and resolve your issues within a four hour time frame.

EXPAND YOUR COVERAGE

While our two-way radios are built for superior performance, accidents happen. If additional device management services are needed, we offer expanded coverage and support that includes: repairs for chemical, liquid and physical damage; three day repair turnaround time; two-hour window for help desk response; 8x5 technical support and a battery refresh program.



ENSURE CONTINUITY • ENHANCE PRODUCTIVITY • REDUCE RISK.

Rely on us to help you achieve your performance targets with the right service level you need for systems, devices and applications. Each package provides a higher level of support, transferring the risk and responsibility to Motorola Solutions.

For more information, visit www.motorolasolutions.com/services



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