



Service from the Start



FEATURES

Seamless service coverage at a known, one-time cost

Defined response time and escalation path for telephone support

Three-day turnaround time after receipt at the Service Center or expedited repair program

Coverage for normal wear and tear

All materials, parts and labor

Expert repair of your product to manufacturing specifications.

Easy. Fast. Reliable.

You count on Motorola products for your business. That's why we provide a choice of service center coverage for support, timely repair and maintenance with Service from the Start. Our flexible service programs are designed to fit your business needs, providing coverage for normal wear and tear, fast repair turnaround and telephone support with defined response time.

A Choice of Coverage

With Service from the Start, you select the program – Bronze or Gold – that works best for you. Bronze service offers repair with three-day, in-house turnaround time that covers normal wear and tear and all materials, parts and labor. Or opt for our expedited repair program for even faster unit return. Both programs provide multi-year seamless repair coverage at a discounted price.

Seamless Service

Purchase service at the same time you purchase your Motorola Enterprise Mobility hardware for

maintenance support right from the start. Automatic activation provides peace-of-mind so that when you need service, we're ready.

Convenient Web-based Repair Request

It's quick and easy to initiate repair. Just log on to our online repair system to request a return material authorization (RMA) number.¹ Print out the shipping documents and you're on your way. Motorola technicians expertly repair your equipment to manufacturing specifications.

Integrated total support plan

Count on Customer Services to go beyond repair, offering a total integrated support solution that encompasses web self-service, telephone support, service center and optional onsite repair – all backed by our global support infrastructure. When you choose Motorola, you get industry leading response times and a level of expertise only "direct from the manufacturer" service can offer.

SPECIFICATION SHEET
Customer Services

SERVICE FROM THE START

Testing with the same methods used in the manufacturing of the product

Defined engineering changes and updates applied

State-of-the-art technology for complete diagnosis

Options to tailor your service program: battery maintenance, commissioning, express shipping

At-a-Glance: Service from the Start vs Warranty

COVERAGE	WARRANTY	BRONZE	GOLD
Manufacturer defects only	•		
10-day turnaround time ²	•		
3-day turnaround time ²		•	
Express Service (same-day shipment of replacement unit ³)			•
Reliable turnaround time at a fixed cost		•	•
Covers normal wear and use		•	•
Includes all materials, parts and labor		•	•
3-year service coverage ⁴		•	•
Multi-year discount		•	•
Telephone support with defined response time		•	•
Application loading, battery testing, configuration management ⁵			•

For expanded service coverage, consider Service from the Start with Comprehensive Coverage. For eligible products, please visit www.symbol.com/comprehensivecoverage

For more information about our service programs or to purchase Service from the Start for your products, access our global contact directory at www.symbol.com/contact

For additional information about our service programs visit www.symbol.com/services.

For online support visit www.symbol.com/support

1 - Available in the Americas and EMEA (Europe, Middle East and Africa).

2 - Turnaround time is Motorola "in-house" repair time and does not include time in transit.

3 - Customer-supplied spares may be required; contact your local Motorola Enterprise Mobility business representative for program details.

4 - Selected scanners carry 5 years of service coverage

5 - Application loading and configuration management require customer input at contract initiation

Service from the Start is a multi-year service program that must be purchased within 30 days of the product purchase. Complete program details are available from your Motorola Enterprise Mobility business representative.



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