



# Service from the Start Advance Exchange Support



## FEATURES

### **Next-business-day delivery of replacement unit <sup>1</sup>**

Minimizes downtime — you'll be back in business the next day with a like-new replacement

### **One call does it all; replacement unit shipped from Motorola's own spares pool**

Simplifies equipment maintenance — enjoy the benefits of overnight device replacement without having to purchase, maintain, or track extra equipment

### **Comprehensive coverage includes normal wear and tear, and accidental breakage during use**

Virtually eliminates any surprise repair costs for a significantly lower Total Cost of Ownership; provides complete investment protection

### **Get maximum uptime with next-business-day replacement at a minimal cost**

Motorola Enterprise Mobility products are a critical part of your business, keeping the workday running smoothly at the cash register, in the warehouse, at the loading dock, patient bedside, and more. Ensure maximum uptime with Motorola's Advance Exchange Support. With just one call, this cost-effective multi-year coverage plan provides the next-business-day replacement you need to keep your business running smoothly and productively — no questions asked. Minimize the high cost of device and employee downtime in your business with Advance Exchange Support — available for handheld barcode scanners, MiniScan fixed mount scanners, access points and ports, wireless switches, Ethernet switches, client bridges and fixed RFID readers. You enjoy complete investment protection and a low total cost of ownership at a very low cost — an outstanding business value.

### **Reduce your support costs**

With Advance Exchange Support, you no longer need to invest in and maintain your own spares pool, or spend time tracking and managing devices sent in for repair. Regardless of what is wrong with your device, you simply receive a replacement product the next day, ready to go right out of

the box. Your support needs — and costs — are reduced, freeing your support staff to focus on more critical business tasks. And since accidental breakage is covered, unpredictable repair costs are eliminated, providing a set fee for service you can count on.

### **Comprehensive coverage — for virtually everything**

Cracked housing? No problem. Scratched exit window? No problem. Broken connector? No problem. With Advance Exchange Support, built-in comprehensive coverage protects you from the unexpected. Our plans cover normal wear and tear, as well as repairs to plastics, triggers, exit windows, and other internal and external components damaged through accidental breakage. Regardless of why your device needs repair, you can count on being back in business the next business day. We even cover the shipping costs both ways — for the return of your defective device to Motorola as well as the overnight shipping costs for your replacement.

### **End-to-end support services**

Count on Motorola 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

**SPECIFICATION SHEET**  
**Customer Services**

Service from the Start Advance Exchange Support

**Multi-year discount; lower annualized price than with standard service contract**

Get more for less; significant cost savings with single upfront cost

**True 'service from the start'**

Provides total peace of mind with protection that begins from the date of purchase

**Telephone technical support with fast 1-hour response time to escalated issues**

Get the answers you need, when you need them with priority call handling

backed by Motorola's global support infrastructure for Enterprise Mobility products and proven expertise. When you choose Motorola, you get industry leading response times and a level of expertise only 'direct-from-the-manufacturer' service can offer. And by centralizing our service centers, we've achieved the significant cost-savings required to provide you with more — for less: very competitively priced service plans with extended coverage offerings.

In addition to Advance Exchange Support, Motorola offers a complete suite of services to provide the end-to-end lifecycle support you need to get and keep

your Enterprise Mobility solution up and running at peak performance — from planning and analysis to implementation and day-to-day support.

For additional information about our service programs visit [www.symbol.com/services](http://www.symbol.com/services)

For online support visit [www.symbol.com/support](http://www.symbol.com/support)

For more information about our service programs or to purchase Motorola Advance Exchange Support, access our global contact directory at [www.symbol.com/contact](http://www.symbol.com/contact).

**At-a-Glance: Service from the Start Advance Exchange vs Warranty Coverage**

COVERAGE	WARRANTY	ADVANCE EXCHANGE
Manufacturer defects only	•	
Comprehensive coverage: normal wear and tear coverage, plus accidental breakage		•
Includes all materials, parts, and labor		•
10-day repair turnaround <sup>2</sup>	•	
Advance equipment exchange		•
Overnight shipping: replacement arrives Next Business Day <sup>1</sup>		•
Engineering Changes applied, keeping product up-to-date		•
3/5-year service coverage <sup>3</sup>		•
Multi-year discount		•
Telephone support with defined response time and escalation path		• 1 hour response

Advance Exchange Support is a multi-year Service from the Start program that must be purchased within 30 days of the product purchase. Excluded from coverage is damage to consumables such as batteries and damage caused by natural or man-made disasters such as fires, floods and theft. Product must be operated within its environmental specifications. Please contact your local Motorola Enterprise Mobility business representative for complete program details. Service availability can vary worldwide by country.

**Eligible Motorola products**

Service from the Start Advance Exchange Support is available for the following scanners and MiniScans: DS340x, DS3478, DS660x/670x, LS1203, LS2208, LS3008, LS340x, LS3478, LS3578, LS4208, LS4278, LS7708, LS9203, LS9208, M200x, MS1204/1207, MS2204/2207, MS3204/3207, MS440x, MS954, P360/P370, P460/P470.

Advance Exchange Support is also available for the following products: WS5000, WS5100, WS5120, WS2000, AP300, ES3000, AP4131, AP-5131, AP-5181, CB3000, RFS7000, XR440, XR480.

Be sure to visit [www.symbol.com/advanceexchange](http://www.symbol.com/advanceexchange) for the most up-to-date list of Motorola Enterprise Mobility products eligible for this service.

- 1 - For calls received after noontime (based on the customer's time zone in the Americas and APAC, and on CET in EMEA – Europe, Middle East and Africa), the unit will be shipped the following business day
- 2 - Repair turnaround is exclusive of shipping time to and from the Motorola service center.
- 3 - Service coverage based on the original product warranty length



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[motorola.com](http://motorola.com)