



# Service from the Start with Comprehensive Coverage



## FEATURES

### **Comprehensive, no questions asked, coverage includes normal wear and tear, and accidental breakage**

Virtually eliminates any surprise repair costs; significantly reduces total cost of ownership

### **Fast turnaround time for all repairs**

Minimizes downtime; flexibility to choose the service level that best fits your business needs

### **True 'service from the start'**

Peace-of-mind service from the date of purchase

## **Setting a new standard for service**

Every day, you count on Motorola mobile computers to keep your business running efficiently and cost-effectively. Now, you can protect your Motorola mobile computers against accidental damage, normal wear and tear, and more with one of the most complete service offerings available today — Service from the Start with Comprehensive Coverage.

This unique offering provides seamless coverage at the right price, delivering expanded services at a lower cost-per-year. No matter where in the world you are located, our global support infrastructure ensures fast and dependable turnaround times and prompt telephone technical support. Count on Service from the Start with Comprehensive Coverage for maximum uptime and maximum investment protection for your Motorola mobile computers. Now that's true peace of mind.

## **You're covered**

Crack the display? No problem. Scratch the outer casing? No problem. Damaged exit window? No problem. Service from the Start contracts offer comprehensive coverage at no additional cost to protect you from the unexpected. Our plans cover normal wear and tear, as well as repairs to displays,

touch screens, plastics, keypads, exit windows, and other internal and external components damaged through accidental breakage. At Motorola, we don't focus on how it happened, but on how to get you up and running as soon as possible.

## **Choose your turnaround time**

With Service from the Start with Comprehensive Coverage, your call is answered by a support specialist with expertise in your particular product. If resolution is not achieved with that first call, your issue is immediately escalated to the next support tier for response within the time period designated in your service plan. The Bronze service plan offers repair service with a three-day in-house turnaround and a four-hour response time for escalated support calls. Or, you can upgrade to the Gold service plan for a two-hour response time for support calls and advance replacement — including configuration, loading of your applications, and charging of the battery so your replacement units are ready to go, right out of the box. Whichever plan fits your needs, you'll get multi-year complete repair coverage, eliminating 'surprise' repair costs and providing the investment protection you need to reduce your total cost of ownership — true business value.

## SPECIFICATION SHEET

### Customer Services

Service from the Start with Comprehensive Coverage

#### 3-day turnaround for Bronze service

Over three times faster than standard warranty coverage — 3 days instead of 10

#### Advance replacement for Gold service

Next business day replacement unit, ready to go right out of the box

#### Multi-year discount — annualized price lower than standard service contract

Get more for less; more coverage and significant cost savings through a single upfront cost

#### Telephone technical support with fast response time to escalated issues

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

#### Online web-based portal: initiate and manage service requests

Round-the-clock, convenient access for your support needs, including quick RMA requests

#### Convenient Web-based repair request

You can initiate repair quickly and easily, with anywhere anytime convenience. Just log on to our online repair system\* to request a Return Material Authorization (RMA) number, print out the shipping documents, and you're on your way. Motorola technicians expertly repair your equipment to original factory specifications and like-new condition.

#### 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 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.

For more information about our service programs or to purchase Motorola Service from the Start with Comprehensive Coverage for your Motorola mobile computers, contact your local Motorola Enterprise Mobility business representative at +1.800.722.6234 or +1.631.738.2400.

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)

## At-a-Glance: Service from the Start with Comprehensive Coverage vs Warranty

COVERAGE	WARRANTY	BRONZE	GOLD
Manufacturer defects only	•		
Covers normal wear and use		•	•
Comprehensive coverage: normal wear and coverage, plus accidental breakage		•	•
Includes all materials, parts, and labor		•	•
10-day repair turnaround <sup>1</sup>	•		
3-day repair turnaround <sup>1</sup>		•	
Advance equipment replacement <sup>2</sup>			•
3-year service coverage <sup>3</sup>		•	•
Multi-year discount		•	•
Telephone support with defined response time and escalation escalation path (from time of initial call to escalation to next tier)		• 4-hour response	• 2-hour response
Application loading, battery maintenance, configuration management <sup>4</sup>			•

Service from the Start with Comprehensive Coverage is a multi-year service 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. Service availability may vary by country. Complete program details are available from your Motorola Enterprise Mobility business representative.

#### Eligible Motorola products

Service from the Start with Comprehensive Coverage contracts are available for the following Motorola mobile computers: MC35, MC50, MC70, MC1000, MC3000 Family, MC9000 Series.

Service from the Start with Comprehensive Coverage contracts are also available for the following Motorola products: LS7808, RD5000, and VC5090.

Be sure to visit [www.symbol.com/services/comprehensivecoverage](http://www.symbol.com/services/comprehensivecoverage) for the most up-to-date list of Motorola mobile computers eligible for this service.

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

2 - Requires customer-supplied spares; overnight shipment recommended

3 - Service coverage for the MC35 is two years.

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

\*Currently available in the Americas and EMEA (Europe, Middle East and Africa)



**MOTOROLA**

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

Part number SS-SFSCC. Printed in USA 05/07. MOTOROLA and the Stylized M Logo are registered in the US Patent & Trademark Office. Symbol is a registered trademark of Symbol Technologies, Inc. All other product or service names are the property of their respective owners. ©Motorola, Inc. 2007. All rights reserved. For system, product or services availability and specific information within your country, please contact your local Motorola office or Business Partner. Specifications are subject to change without notice.