



## SETTING A NEW STANDARD FOR SERVICE

# SERVICE FROM THE START

Your LEX L10 mission critical handheld LTE devices are purpose-built for Public Safety to help your teams be their best in the moments that matter. Now you can protect these mission critical devices with a service and support package that's also designed for the unique demands of Public Safety; a package that's intended to keep your LEX L10s where they're most needed: in the hands of your users.

### PEACE OF MIND

Service from the Start is one of the most comprehensive service offerings available with features that include: fast turnaround time, expert telephone support and access to the latest software releases – all backed by our globally integrated services infrastructure, highly qualified support technicians and certified repair facilities. It provides the proactive protection to reduce total cost of ownership and gives you peace of mind that you can budget in confidence for your device's maintenance needs without incurring unexpected support or replacement costs. It's the best way to drive the most value from your investment in the LEX L10 while cutting its ownership cost.

### WE'RE JUST A PHONE CALL AWAY

To reduce downtime we're just a phone call away. Our technical experts will work with your Motorola partner, as required, to isolate, triage and solve any issues – be they hardware or software<sup>1</sup> related – and provide replacement hardware if necessary. This enables you to focus on the mission of your organization without being diverted by your technology.

If a repair is needed, your partner can initiate a request quickly and easily for you. Your device will be sent to one of our repair centres. Proper diagnostics will be applied to assess the issue and we will supply a replacement unit for any faulty device.

With options that include same-day or next-day turnaround times, we provide the response levels you need to keep your LEX L10s running and in the hands of your users – minimising down time and optimising productivity.

### THE ASSURANCE OF NO QUESTIONS ASKED

The LEX L10 pays uncompromising attention to design. And, created for use on the street, it's built to be robust with a ruggedized construction to survive daily life. But accidents do happen. That's why we offer the option of Service from the Start with Comprehensive Coverage. Alongside normal wear and tear this protects your device against accidental damages. From a smashed screen or faulty side controls your device will be replaced – no questions asked.

### FEATURES

#### EXPERT TECHNICAL SUPPORT WITH FAST RESPONSE TIMES

Get the answers you need with priority call handling

#### FAST TURNAROUND TIME FOR REPLACEMENT UNITS

Minimising downtime with flexible service plans to meet your needs

#### COMPREHENSIVE, NO QUESTIONS ASKED COVERAGE

Helps eliminate surprise repair costs; significantly reduces total cost of ownership

#### PREDICTABLE BUDGETS

Helps to protect you from the unexpected

<sup>1</sup> Software release covers patches and maintenance releases of the current version of the operating system that shipped with the LEX L10.

## THE MOTOROLA DIFFERENCE

With Service from the Start, we'll use proven processes to accelerate response times and resolve issues as quickly as possible. As the manufacturer of the device, we have the best tools to diagnose it. And, we'll bring the same care and attention to it that we used when we built it ensuring that it's returned to you to the original specification.

## EXPERTISE ACROSS THE LIFECYCLE

We provide a complete portfolio of services to make it easier to get the most value from your investment. The services include solution planning and design, assistance with deploying your devices and help with their on-going management.

Our collaborative services approach will navigate you through the complexities and technology decisions as we help you assess, plan and design to realise your LTE vision.

## AT-A-GLANCE: SERVICE FROM THE START

COVERAGE	WARRANTY	SERVICE FROM THE START ESSENTIAL	SERVICE FROM THE START WITH COMPREHENSIVE COVERAGE
Coverage	1 Year	2 or 3 Years	2 or 3 Years
Manufacturer Defects Only	•		
Covers Normal Wear and Use		•	•
Covers Accidental Breakage			•
Turnaround Time <sup>(1)</sup>	10 Days+	Next Day	Same Day
Non-Technical Telephone Support: 9am-5pm CET, Mon-Fri	•	•	•
Technical Telephone Support: 9am-5pm CET, Mon-Fri		•	•
Software Support <sup>(2)</sup>	Bug Fix Only <sup>3</sup>	•	•
Shipping	1-Way	1-Way	2-Way

Service from the Start is a multi-year service program that is available with the purchase of new Motorola devices and must be purchased within 90 days of the product purchase. Excluded from coverage is damage to accessories and consumables such as batteries, antennae and damage caused by natural or man-made disasters such as fires, floods and theft. Product must be operated within its environmental specifications. Normal wear and tear means damage to the device, caused through normal operational use, that impairs the devices functionality (loose knob, worn connector etc). Superficial/cosmetic damage is not included. Service availability may vary by country.

- (1) Turnaround time is Motorola "in-house" replacement time and does not include time in transit.
- (2) Software Support comprises patches (bug fixes) and maintenance releases of the current version of the software.
- (3) Software Support for Warranty provides for bug fix only within Hardware Warranty Period.

For further information about Service from the Start, or any of our services, contact your Motorola sales representative or visit [www.motorolasolutions.com/services](http://www.motorolasolutions.com/services).

