MOTOROLA *SOLUTIONS*

SO# [ ]

RMA FORM

1. Fields marked with * are mandatory
2. Please read Terms & Conditions (on the bottom of this form)
3. For infrastructure and outside EU repair - email the form to repair.emea@motorolasolutions.com
4. Customer Care will create the RMA number for you and update the form
5. Please print this form and attach to your shipment

Email: repair.emea@motorolasolutions.com
Tel: +44 207 019 0461 / 0800 731 3496

Encrypted units, ASTRO/LEX11/
MXP600 devices:
CTDI Germany
Erfurter Höhe 10a
99610 Sömmerda
Germany
Attn.: Motorola Solutions Repair

Other units:
CTDI Poland,
Logistyczna 7
05090 Sękocin Stary
Poland
Attn.: Motorola Solutions Repair

CUSTOMER INFORMATION

Customer number *	1036524107
RMA# (infrastructure, outside-EU)	

Customer PO number	
Customer reference	

RETURN ADDRESS DETAILS

Return company name *	Datamatik AS
Return full address * (Street No., Apt. No., Post Code, City, Country)	Jerikoveien 16 1067 Oslo, Norway

Contact name (attn.) *	Neda Akhtari
Email address *	neda@datamatik.no
Phone number	+47 22 30 17 30

INVOICE ADDRESS DETAILS

Company name *	Datamatik AS
Invoice full address * (Street No., Apt. No., Post Code, City, Country)	Jerikoveien 16 1067 Oslo, Norway

Contact name *	Neda Akhtari
Email address *	neda@datamatik.no
Phone number	+47 22 30 17 30

SHIPPING INFORMATION

Is the unit shipped in a secure box? ☐ YES ☐ NO

Security tag numbers (seals) [ ]

UNIT INFORMATION

Serial number *	
Part number / Model *	
Option (Features)	
Software version	

Software upgrade allowed ☐ YES ☐ NO

Note: For Mototrbo Repair requiring Mainboard replacement, Firmware cannot be downgraded

☐ Upgrade to the latest software ☐ Return unrepaired

Is the unit encrypted or controlled? * ☐ YES Type: [ ] ☐ NO

End user Name and Address *
(Only for **ATEX**, Encrypted and outside EU units)

Unit and Fault description

ACCESSORIES SUPPLIED
☐ Battery ☐ Clip ☐ Microphone Other:
☐ Antenna ☐ Control Head ☐ Headset

FAULT INFORMATION* - Please choose at least one option

☐ Dead
☐ Does not log in
☐ Liquid damage
☐ No/ Low Audio

☐ Display – Error
☐ Physical damage
☐ No / Low transmission
☐ No Squelch

☐ Cannot Read / Program
☐ No / Low reception
☐ No Signaling

☐ Battery / Charging Problem
☐ Constant tone
☐ Chemical damage

Repair Code: [ ]

SERVICE* - Please choose one option

☐ Warranty

☐ Billed repair - with quotation
If quote is rejected, a fee will be charged - 60 EUR (or equivalent in your local currency)

☐ Billed repair - no quotation
Fixed price from the official price catalogue will be charged

☐ Contract (or Site ID) Contract No.: [ ]

☐ Advance exchange Contract No.: [ ]

☐ Scrap per Customer request

09-23 V.5