

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

UNIT INFORMATION

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

Software upgrade allowed YES NO

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

Upgrade to the latest software Return unrepai

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

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

ACCESSORIES SUPPLIED	<input type="checkbox"/> Battery	<input type="checkbox"/> Clip	<input type="checkbox"/> Microphone	Other:
	<input type="checkbox"/> Antenna	<input type="checkbox"/> Control Head	<input type="checkbox"/> Headset	

Security tag numbers (seals)	
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Unit and Fault description

FAULT INFORMATION* - Please choose at least one option

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Dead | <input type="checkbox"/> Display – Error | <input type="checkbox"/> Cannot Read / Program | <input type="checkbox"/> Battery / Charging Problem |
| <input type="checkbox"/> Does not log in | <input type="checkbox"/> Physical damage | <input type="checkbox"/> No / Low reception | <input type="checkbox"/> Constant tone |
| <input type="checkbox"/> Liquid damage | <input type="checkbox"/> No / Low transmission | <input type="checkbox"/> No Signaling | <input type="checkbox"/> Chemical damage |
| <input type="checkbox"/> No/ Low Audio | <input type="checkbox"/> No Squelch | | |

Repair Code:	
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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

<input type="checkbox"/> Contract (or Site ID)	Contract No.:	
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<input type="checkbox"/> Advance exchange	Contract No.:	
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Scrap per Customer request

TERMS & CONDITIONS:

- A copy of this form (with RMA number whenever applicable) is to be included with defective unit upon shipment.
- Do not send consumable items – batteries, antennas, cables, SIM memory cards - unless related to the nature of the fault.
- Please note that a 60 euro handling fee, or equivalent, might apply if a quotation is not approved within 30 days of being issued, rejected, or disputed.
- Handling fees will also be charged for devices shipped to the incorrect repair location. Please be aware that warranty may be void if any unauthorised activities are detected.
- If warranty/contract is not confirmed, a quotation will be issued.
- Turn around time will be in accordance with your entitlement.
- If the software upgrade is not part of the repair then a charge may be applied.
- Most accessories are non-repairable. Faulty accessories will only be exchanged under warranty. In case warranty expired customer should purchase a new accessory.
- Faulty accessories should not be shipped to the Repair Center; exchange should be requested by completing the RMA form and emailing it to repair.emea@motorolasolutions.com
- For Motorola, customer codeplug could potentially be non compatible with new (higher) FW version. In such case depot will state "Customer codeplug is not compatible with the new version FW, please reprogram the radio" in repair summary and a default codeplug will be loaded.
- For codeplug programming, if chosen by default, any return bounce unit which is related to codeplug, will not be processed as a bounce job.
- By submitting repairs that are deemed to be for ATEX/IECEX products, you understand and agree to have the responsibility to ensure the ATEX/IECEX repair certification documents sent out with the repaired radios are sent to the user/owner.