

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

COVERAGE	SERVICE FROM THE START LITE	SERVICE FROM THE START ESSENTIAL	SERVICE FROM THE START WITH COMPREHENSIVE COVERAGE
Coverage	3, 5 Years	3, 5 Years	3, 5 Years
Manufacturer Defects Only	•		
Turnaround Time <sup>(1)</sup>	5 Days	Next Day	Same Day
Non-Technical Telephone Support: 9am-5pm CET, Mon-Fri	•	•	•
Technical Telephone Support: 9am-5pm CET, Mon-Fri		•	•
Covers Normal Wear and Use		•	•
Software Support <sup>(2)</sup>	Bug Fix Only <sup>3</sup>	•	•
Covers Accidental Breakage			•
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 digital radios 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. Service availability may vary by country.

Please contact your Motorola channel partner for complete program details and a list of Motorola MOTOTRBO and TETRA radios eligible for Service from the Start.

(1) Turnaround time is Motorola "in-house" repair 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 and Service from the Start Lite provides for bug fix only within Hardware Warranty Period.