

REPAIR SERVICE REQUEST FORM

1. Fields marked with \* are mandatory
2. For infrastructure and outside EU repair - email the form to [repair.emea@motorolasolutions.com](mailto:repair.emea@motorolasolutions.com)
3. Customer Care will create the Service Request (RMA) number for you and update the form
4. Please print this form and attach to your shipment

# Encrypted units, ASTRO/ LEX11 devices:

CTDI Germany Erfurter Höhe 10a 99610 Sömmerda Germany

Attn.: Motorola Solutions Repair

**Email:** [repair.emea@motorolasolutions.com](mailto:repair.emea@motorolasolutions.com)

**Tel:** +44 207 019 0461 / 0800 731 3496

# Other units:

CTDI Poland, Logistyczna 7 05090 Sękocin Stary Poland

Attn.: Motorola Solutions Repair

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| --- | --- | --- | --- | --- |
| **CUSTOMER INFORMATION** | | | | |
| CUSTOMER NUMBER\* | 1036524107 |  | PO NUMBER |  |
| RMA# (infrastructure, outside-EU) |  | REFERENCE |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **RETURN ADDRESS DETAILS** | | | | |
| RETURN COMPANY NAME\* | DATAMATIK AS |  | CONTACT NAME (ATTN.)\* | Neda Akhtari |
| RETURN FULL ADDRESS\*  (Street No., Apt. No., Post Code, City, Country) | Jerikoveien 16,1067, Oslo, Norway | EMAIL ADDRESS\* | neda@datamatik.no |
| PHONE NUMBER | 0047 22 30 17 30 |

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| **INVOICE ADDRESS DETAILS** | | | | |
| COMPANY NAME\* | DATAMATIK AS |  | CONTACT NAME (ATTN.)\* | Neda Akhtari |
| INVOICE FULL ADDRESS\*  (Street No., Apt. No., Post Code, City, Country) | Jerikoveien 16,1067, Oslo, Norway | EMAIL ADDRESS\* | neda@datamatik.no |
| PHONE NUMBER | 004 22 30 17 30 |

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| **SHIPPING INFORMATION** | | | | |
| IS THE UNIT SHIPPED IN A SECURE BOX? | YES NO |  | SECURITY TAG NUMBERS (SEALS) |  |

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| --- | --- | --- | --- | --- | --- | --- |
| **UNIT INFORMATION** | | | | | | |
| SERIAL NUMBER\* |  |  | END USER NAME AND ADDRESS  (required for export compliance) | |  | |
| PART NUMBER / MODEL\* |  |
| OPTION\* (FEATURES) |  |
| SOFTWARE VERSION |  | **ACCESSORIES SUPPLIED** | | | |
| SOFTWARE UPGRADE ALLOWED | YES NO | Battery | Clip | | Microphone |
|  | | Antenna | Control Head | | Headset |
| IS THE UNIT ENCRYPTED OR CONTROLLED?\* | YES Encr. Type: NO | Other: |  | | |
| DETAILED FAULT DESCRIPTION |  |

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| **FAULT INFORMATION\*** (Please choose at least one option) | | | |
| Dead | Display – Error | Cannot Read / Program | Battery / Charging Problem |
| Does not log in | Physical damage | No / Low reception | Constant tone |
| Liquid damage | No / Low transmission | No Signaling | Chemical damage |
| No/ Low Audio | No Squelch | Error code: | |

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| --- | --- | --- | --- | --- | --- | --- |
| **SERVICE\*** (Please choose one option) | | | | | | |
| WARRANTY |  | |  |  | | |
| ADVANCE EXCHANGE | Contract No.: |  | CONTRACT (OR SITE ID) | Contract No.: |  |
| BILLED REPAIR (WITH QUOTATION)  If quote is rejected, a fee will be charged – 17,90 EUR for devices and 65 EUR for infrastructure units. | | | REPEAT REPAIR (90 DAYS) | Previous RMA: |  |
| BILLED REPAIR (NO QUOTATION)  Fixed price from the official price catalogue will be charged, except for physical or liquid damage. | | |  | | |
| BILLED REPAIR – UP TO SPECIFIC PRICE | Accepted Repair Amount: |  | OTHER AGREEMENT | Details: |  |
| SCRAP PER CUSTOMER REQUEST |  | |