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
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

**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 |  |

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| **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 |  |