



CUSTOMER SERVICES

SERVICE FROM THE START ADVANCE EXCHANGE SUPPORT

**GET MAXIMUM UPTIME WITH
NEXT-BUSINESS -DAY REPLACEMENT
AT A MINIMAL COST**

Motorola Enterprise Mobility products are a critical part of your business, keeping the workday running smoothly at the cash register, in the warehouse, at the loading dock, patient bedside, and more. Ensure maximum uptime with Motorola’s Service from the Start Advance Exchange Support. With just one call, this cost-effective multiyear coverage plan provides the next-business-day replacement you need to keep your business running smoothly and productively. Minimise the high cost of device and employee downtime in your business with Advance Exchange Support available for handheld barcode scanners, MiniScan fixed mount scanners, access points and ports, wireless switches, ethernet switches, client bridges and fixed RFID readers. You enjoy complete investment protection and a low total cost of ownership, an outstanding business value.

REDUCE YOUR SUPPORT COSTS

With Advance Exchange Support, you no longer need to invest in and maintain your own spares pool, or spend time tracking and managing devices sent in for repair. Regardless of what is wrong with your device, you simply receive a replacement product the next day, ready to go right out of the box. Your support needs and costs are reduced, freeing your support staff to focus on more critical business tasks. And since accidental breakage is covered, unpredictable repair costs are eliminated, providing a set fee for service you can count on.

**COMPREHENSIVE COVERAGE —
FOR VIRTUALLY EVERYTHING**

Cracked housing? No problem. Damaged exit window? No problem. Broken connector? No problem. With Advance Exchange Support, built-in comprehensive coverage protects you from the unexpected. Our plans cover normal wear and tear, as well as repairs to plastics, triggers, exit windows, and other internal and external components damaged through accidental breakage. Regardless of why your device needs repair, you can count on being back in business the next business day.

FEATURES

Next-business-day delivery of replacement unit ¹

Minimises downtime. You’ll be back in business the next day with a replacement product

One call does it all; replacement unit shipped from Motorola’s own spares pool

Simplifies equipment maintenance, enjoy the benefits of overnight device replacement without having to purchase, maintain, or track extra equipment

Comprehensive coverage includes normal wear and tear and accidental breakage during use

Helps eliminate surprise repair costs for a significantly lower Total Cost of Ownership; providing complete investment protection

Multi-year discount; lower annualised price than with standard service contract

Get more for less; significant cost savings with single upfront cost

SPECIFICATION SHEET

SERVICE FROM THE START ADVANCE EXCHANGE SUPPORT

END-TO-END SUPPORT SERVICES

Count on Motorola Services to go beyond repair, offering a total integrated support solution that encompasses: web self-service, telephone support, service center and optional onsite repair, all backed by Motorola's global support infrastructure proven expertise. When you choose Motorola, you get industry leading response times and a level of expertise only 'direct from-the-manufacturer' service can offer.

And by centralising our service centres, we've achieved the significant cost-savings required to provide you with more for less: very competitively priced service plans with extended coverage offerings.

In addition to Advance Exchange Support, Motorola offers a complete suite of services to provide the end-to-end lifecycle support you need to get and keep your Enterprise Mobility solution up and running at peak performance from design and implementation to on-going management and support.

True 'service from the start'

Provides total peace of mind with protection that begins from the date of purchase

Telephone technical support with fast response time to escalated issues

Get the answers you need, when you need them with priority call handling

For more information about our service programs or to purchase Motorola Advance Exchange Support, please visit us at the Services for Enterprises section on the web at www.motorolasolutions.com or contact your Motorola sales representative.

AT-A-GLANCE: SERVICE FROM THE START WITH ADVANCE EXCHANGE VS WARRANTY

COVERAGE	WARRANTY	ADVANCE EXCHANGE
Manufacturer defects only	•	
Includes all materials, parts, and labour		•
Comprehensive coverage against normal wear and tear and accidental breakage		•
Technical telephone support with defined response time and escalation path ³		•
Multi-year - 3 and 5 years coverage		•
Turnaround Time	•	•
	10 business days ²	Next business day unit replacement ⁴
Shipping ¹	•	•
	1 way	2 way ⁴
Engineering changes applied, keeping product up-to-date		•

Advance Exchange Support is a multi-year Service from the Start program that must be purchased within 30 days of the product purchase. Excluded from coverage is damage to consumables such as batteries 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 can vary worldwide by country. Please contact your Motorola representative for complete program details and a list of Motorola mobile computers eligible for Service from the Start Advance Exchange.

1 - F or calls received after noontime CET in EMEA (Europe, Middle East and Africa) the unit will be shipped the following business day.

2 - Repair turnaround is exclusive of shipping time to and from the Motorola service centre.

3 - As defined in the Motorola Advance Exchange Support Service Description Document.

4 - Customer must return faulty product, at their own cost, to the local Motorola consolidation point within 30 days of receiving replacement device.