

JAN. 1, 2011

QUICK REFERENCE GUIDE: HOW TO REQUEST ACCESSORIES UNDER COMPREHENSIVE COVERAGE

MOTOROLA SOLUTIONS



CONTENTS



Summary Comprehensive Coverage Enhancements

How to Request Accessory Replacement under Comprehensive Coverage:

- Online via the RMA Portal
- By completing the RMA Form

Contacts for Further Assistance

TRULY COMPREHENSIVE COVERAGE



Service from the Start with Comprehensive Coverage:

- Goes beyond normal wear and tear
- Covers internal and external components damaged through accidental breakage
- Now extends to select accessories that ship together with Motorola's "MC-prefixed" mobile computers¹
- At the time an eligible MC-prefixed mobile computer is returned to the service center for repair, Motorola will replace missing or damaged²:
 - Styluses
 - Screen protectors
 - Hand straps
 - Battery doors, where applicable

¹ Applies to MC1000, MC17XX, MC3000 Family, MC35XX, MC50XX, MC70XX EDA, MC75XX and MC9000 Series mobile computers

² As indicated by the customer when they complete the RMA

HOW TO REQUEST ACCESSORY REPLACEMENT UNDER COMPREHENSIVE COVERAGE



To log a repair request for faulty equipment you should request a RMA (Return Materials Authorisation) either by:

- Logging a request via the RMA portal (the quickest and Motorola recommended option)
- Completing the RMA form and sending by fax or email
- Or by telephone:
 - In the case of Advanced Exchange, inform the agent of your accessory request when calling

Please note that:

- It is not possible to request stand-alone accessory replacement.
- Accessories will only be replaced if specifically requested when logging a faulty unit:
 - It is not mandatory to return damaged accessories when sending in unit for repair.

HOW TO REQUEST ACCESSORY REPLACEMENT VIA THE RMA PORTAL



- 1. Go to the RMA portal** (<http://www.motorola.com/Business/US-EN/Support/Online+RMA/Europe+Middle+East+and+Africa>)
 - Click on Request Repair (Note: new users must first register)
- 2. Select Problem Area**
- 3. Select Problem Description**
- 4. In Additional Problem Description field:**
 - Type CP: followed by request (Strap, Stylus, Protector, Battery Door Std, Battery Door Ext)
 - If requesting battery door it must be stated if required for standard or extended battery size

EXAMPLE OF HOW ACCESSORY REPLACEMENT REQUESTS SHOULD BE LOGGED VIA THE ONLINE RMA PORTAL FORM



The screenshot shows the Motorola RMA portal interface. At the top, there is a navigation bar with the Motorola logo on the left and links for 'INDUSTRY SOLUTIONS', 'PRODUCTS AND SERVICES', 'SUPPORT AND RESOURCES', 'PARTNERING WITH US', and 'ABOUT MOTOROLA'. A search bar is located on the right side of the navigation bar. Below the navigation bar, the breadcrumb trail reads 'Home > New RMA Product Details' and there is a 'Logout' link on the right. On the left side, there is a sidebar menu under the heading 'RMA' with the following options: 'Create New Repair Request', 'View Repair Status', 'Validate Warranty/Entitlement', 'Edit User Profile', 'Administration Console', and 'Help'. The main content area is titled 'Product Details' and contains four sections: 1. Find Product: This section has a 'Serial Number' input field with the value '5026000500217' and a 'Find Product' button. Below it is a 'Product Number' dropdown menu with the value 'MC9060-GF0JBSB0030'. 2. Problem Area: This section has two dropdown menus. The first is 'Communications Problem' and the second is 'Unable To Connect To Network'. 3. Additional Problem Description: This section has a text area containing the text 'Can not connect to AP's in depot. CP: Stylus, Strap, Protector, Battery Door Std, Battery Door Ext'. 4. Add Product: This section has an 'Add Product' button and a note: '* Select Add Product BEFORE selecting Continue'. At the bottom of the form, there are links for 'Reset Form' and 'Continue'. The footer of the page contains the Motorola website URL 'www.motorola.com', various links like 'Careers', 'Contact Motorola', 'Investors', 'Media Center', 'Privacy', 'Terms of Use', and 'RSS', and a copyright notice: '© Copyright 1994 - 2010 Motorola Solutions, Inc. All rights reserved.'

HOW TO REQUEST ACCESSORIES WITH AN RMA FORM



- 1. Download the appropriate RMA form for your country from the RMA portal**
- 2. Enter Product Number**
- 3. Enter Serial Number**
- 4. Enter Problem Code (obtained from RMA Page Online)**
- 5. Enter Fault Description followed by:**
 - CP: followed by request (Strap, Stylus, Battery Door Std, Battery Door Ext, Protector)
 - If requesting battery door it must be stated if required for standard or extended battery size
- 6. Completed form should be emailed or faxed as appropriate to Motorola**

EXAMPLE OF HOW ACCESSORY REPLACEMENT REQUESTS SHOULD BE LOGGED ON THE COUNTRY REPAIR FORM



FAULT DETAILS (Please Complete as much as possible) Fields with * will be completed by MOTOROLA										
Product / Model No.	Serial No.	Problem Code	Fault Description (English)	Your Ref	RMA No *	Tick Column				QUOTE *
						Contract	Warranty	Repeat	T&M	
MC3090 – 123XYZ	12345	C1	Unit not communicating with cradle - CP: Stylus, Strap, Protector, Battery Door Std, Battery Door Ext	EXAMPLE						
SPECIAL INSTRUCTIONS:										

FURTHER ASSISTANCE



For further information on Comprehensive Coverage or assistance with support requests, please contact:

- Customer Interaction Centre:

emea.ccc@motorolasolutions.com

- For Telephone Support Contact numbers please go to:

<http://www.motorola.com/Business/US-EN/Support/Support+Contacts/Phone+Support?category=862>

THANK YOU...

