

# MOTOTRBO™ Infrastructure Services

## For the long term

MOTOTRBO infrastructure hardware comes with an Enhanced Warranty as standard, providing a 2-year manufacturing defect repair on hardware plus 5 years of software updates and technical support. But keeping your systems operating at peak performance in the long term requires planning and continuous attention.

Capacity Max Care provides you with the latest features and technology upgrades, simplifying the process, delivering predictable operating costs, and reducing the administrative burden for your team.

### → Simplify system lifecycle planning

Our MOTOTRBO service packages ensure your infrastructure remains eligible for software updates, with advanced options available for system server hardware refreshes.

### → Maximize system performance

MOTOTRBO Services allow you to take advantage of our most advanced features, new technologies, and security enhancements to help maximize the performance of your MOTOTRBO system.

### → Increase Network Availability

Take care of issues before they lead to downtime with our optional network event monitoring service. Motorola Solutions' technical support operations team proactively detects, identifies, and reports system issues, along with recommended actions to help resolve them immediately.

### → Lower total cost of ownership

When lifecycle costs arise, unbudgeted repairs or replacement can impact your business. MOTOTRBO service packages help consolidate software management costs into a predictable expense. With the hardware refresh option, available with Capacity Max Care, customers can better control system costs and avoid major capital expenses later on.



# Feature summary:

Included with  
initial purchase:

	Enhanced Warranty	Capacity Max Care
<b>Manufacturing Defect Repair (2 Years)</b> Receive a two year warranty to cover defects in materials or workmanship	✓	✓
<b>Remote Technical support</b> Telephone support to help resolve technical issues with your system	✓	✓
<b>Software Updates</b> Benefit from the latest features, security enhancements and bug fixes for your Capacity Max System Server (CMSS)	✓	✓
<b>Hardware Repair</b> Depot repair of failed CMSS hardware to manufacturer's specifications	○	○
<b>Advanced Replacement</b> Fastest replacement of server hardware submitted for repair	○	○
<b>Server Hardware Refresh</b> Replace CMSS hardware that can no longer be supported and rehost license		●
<b>Network Monitoring</b> Our expert team securely connects to your infrastructure to proactively detect, diagnose, and quickly resolve network issues.		●
<b>Support Duration</b>	5 Years	7 Years

✓ Included      ○ Optional      ● Choose One or Both



Available only available in Motorola Solutions EMEA region. All specifications and details shown are typical unless otherwise stated and are subject to change without notice.

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