

Brochure

MOTOTRBO™ Infrastructure warranty and supplemental services

Supporting you to minimise
disruption and improve continuity

The power of staying current

Your MOTOTRBO system is a critical operational asset, not just a static tool. Your platform is designed to strengthen and adapt over time, and regular software updates are the key to unlocking that potential. This keeps your system reliable today and ready for the challenges of tomorrow.

Enhanced security

Software updates are a crucial to safeguard against cyber threats that exploit known weaknesses.

Operational resilience & performance

Resolves critical software bugs and optimises performance to maximise uptime and prevent costly operational disruptions.

Seamless compatibility

Ensures seamless interoperability with third-party applications so that all connected systems continue to work together flawlessly.

Future-ready innovation

Delivers continuous innovation and new functionality to future-proof your investment and maximise your system's lifecycle.

Managed support & financial predictability

Guarantees ongoing access to expert technical support, preventing the significant operational risks and unplanned costs of an unsupported system.



MOTOTRBO is designed and built for long-lasting performance but it is not always possible to prevent every equipment failure

MOTOTRBO infrastructure hardware includes an Enhanced Warranty as standard that provides a manufacturing warranty for 2 years on hardware and 5 years of software updates and technical support. To maintain your MOTOTRBO infrastructure so that it continues to operate at optimal levels, optional service packages are also available to provide extended and enhanced levels of protection.

Enhanced warranty

All MOTOTRBO infrastructure hardware comes with Enhanced Warranty as standard. Enhanced Warranty includes all the following features to keep your system operational:



Manufacturing defect repair (2 years)

Motorola Solutions will repair any failures caused by a manufacturing issue for two years from the date of purchase. Repairs are carried out to the highest quality standards by trained technicians at our central repair facility.



Remote technical support

Should the unexpected happen, our system engineers are here to help. They can remotely troubleshoot and resolve network issues, even connecting directly to your system to diagnose problems.



Software updates

At Motorola Solutions, we are constantly innovating and adding new features through our software releases. Take advantage of these updates and enhancements with access to the latest versions of firmware for your infrastructure. Enhanced Warranty provides you access to the latest versions for 5 years.

Optional support services

Extend your hardware's life and eliminate costly downtime with additional features like hardware repair and advanced replacement services. We ensure your systems stay operational for longer, allowing you to focus on your business without interruption.



Hardware repair

Our optional hardware repair service increases the repair coverage for the CMSS for 5 years allowing repair to align with your Technical and Software support. The Hardware repair service is also improved by covering wear and tear repairs as well as manufacturing defects. Depending on your service package, a 20-day, 10-day, or 5-day processing time in our dedicated repair centre is provided.



Advanced replacement

Optional support services for infrastructure include advance replacement meaning substitute equipment is sent to your site to replace failed hardware, allowing you to get your system up and running as soon as possible.



Capacity Max Care (Capacity Max only)

If you are managing an expanding Capacity Max system, its business-criticality will grow as the scale of the system increases. The impact of faults or failures can become a large concern for your organisation in this situation. To help you manage these risks, we offer a different level of support for Capacity Max customers.

Capacity Max Care expands your Enhanced Warranty coverage to 7 years and includes options for network update and monitoring services. Choose one or both to fit your needs.



Server hardware refresh

Network Updates aligns your system with the MOTOTRBO platform life cycle, offering the ability to keep your system protected and operating optimally through carefully programmed software and hardware releases. Network Updates also features new functionality to further enhance your infrastructure therefore ensuring that you have the latest features available to you and your team.



Network monitoring

With network event monitoring, Motorola Solutions connects securely and seamlessly to your infrastructure, and our dedicated, highly-trained staff in our Technical Support Operations team proactively detects, troubleshoots and rapidly resolves network issues. When an actionable event is detected, our network specialists will conduct remote diagnosis using our extensive knowledge database to identify the problem quickly and accurately, and to resolve it immediately.



Feature summary:

Included with
initial purchase:

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

✓ Included ○ Optional ● Choose One or Both

To learn more about MOTOTRBO service offers, visit:

https://www.motorolasolutions.com/en_xu/managed-support-services/infrastructure/services-mototrbo-systems.html



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Available only 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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