MOTOTRBO™
Device Service Offers

Supporting you to minimize disruption and improve continuity

MOTOROLA SOLUTIONS

Reliable and long lasting

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

Components can fail and software can become outdated over time leading to users out of communication with the rest of the team. Ensuring you have a plan in place to get communications flowing again is critical to a smooth running business.

All MOTOTRBO devices purchased from Motorola Solutions include eligibility to software updates, technical support and hardware repair as standard. To maintain your MOTOTRBO radio so that it continues to operate at optimal levels, optional service packages are also available to provide extended and enhanced levels of protection including cover for accidental damage and wear and tear.

Service features

Hardware repair (manufacturing defects)

Manufacturing defect repair provides cover to repair any failed MOTOTRBO radios caused by a manufacturing issue. Repairs are carried out to the highest quality standards by trained technicians at our central repair facility.

Hardware repair including wear and tear

Extended cover allows repair of both manufacturing defects and normal wear and tear.

Hardware repair including accidental damage

Our ultimate hardware cover allows repair of manufacturing defects, normal wear and tear and accidental damage, giving you complete peace of mind when it comes to protecting your radio fleet.

Software updates

At Motorola Solutions, we are constantly innovating and adding new features through our certified and tested software releases. Take advantage of these updates and enhancements, plus the latest cybersecurity updates, with access to the newest versions of software for your radio.

Remote technical support

Our experienced technologists are available to help isolate and resolve issues you may have with your MOTOTRBO radios. With an extensive knowledge base, trained and certified technical engineers and leading standards for escalation procedures, this team can help troubleshoot and find resolutions for a wide range of technical issues.

Device maintenance

MOTOTRBO radios can optionally be programmed to alert the user to upcoming maintenance events, helping you proactively maintain your radio fleet in optimal condition. The preventive maintenance alert (part number HKVN4943) notifies users to schedule a regular service check, SMA alert lets the user know when the end of their service agreement is approaching and battery alert warns when the radio's battery is approaching the end of its serviceable life.

Standard cover

Protection against the most common issues.

Optional service offers

Enhanced coverage for additional peace of mind.

Standard and optional services

R2

	ESSENTIAL SERVICE (STANDARD)	ESSENTIAL SERVICE (OPTIONAL)
Software updates entitlement	3 years	5 years
Remote technical support	3 years	5 years
Hardware repair (manufacturing defects only)	3 years	5 years
Hardware repair (normal wear & tear)	3 years	5 years

R5   SL3500e / SL3500Max   R7   XPR 7550 IS / XPR 7580e IS   XPR 2500   XPR 5000e

	ESSENTIAL SOFTWARE (OPTIONAL)	ESSENTIAL SERVICE (STANDARD)	ESSENTIAL SERVICE WITH ACCIDENTAL DAMAGE[1] (OPTIONAL)
Software updates entitlement	5 years	5 years	5 years
Remote technical support	5 years	5 years	5 years
Hardware repair (manufacturing defects only)	2 years	5 years	5 years
Hardware repair (normal wear & tear)	—	5 years	5 years
Hardware repair (accidental damage)	—	—	5 years

[1] Essential Service with accidental damage not available for XPR 7550 IS and XPR 7580e IS.

Standard and optional services

Ion

ESSENTIAL SERVICE (STANDARD)	
Software updates entitlement	Critical bug fix until 2029
Remote technical support	2 years
Hardware repair (manufacturing defects only)	2 years

CP100d   SL300   CM200d / CM300d

	ESSENTIAL SERVICE (STANDARD)	ESSENTIAL SERVICE (OPTIONAL)
Software updates entitlement	3 years	5 years
Remote technical support	3 years	5 years
Hardware repair (manufacturing defects only)	2 years	5 years
Hardware repair (normal wear & tear)	—	5 years

Benefits of software updates

New system releases are regularly issued for MOTOTRBO and include updated software for devices, infrastructure and system programming and management tools.

Protect your radio investment with the latest software and extend the usable lifetime of your MOTOTRBO infrastructure and devices with increased capability, security and reliability.

Benefit from feature and performance enhancements

Improve system availability and stability

Ensure compatibility for integration with other devices and systems

Add new features and functionality

Protect your system with the latest cybersecurity updates
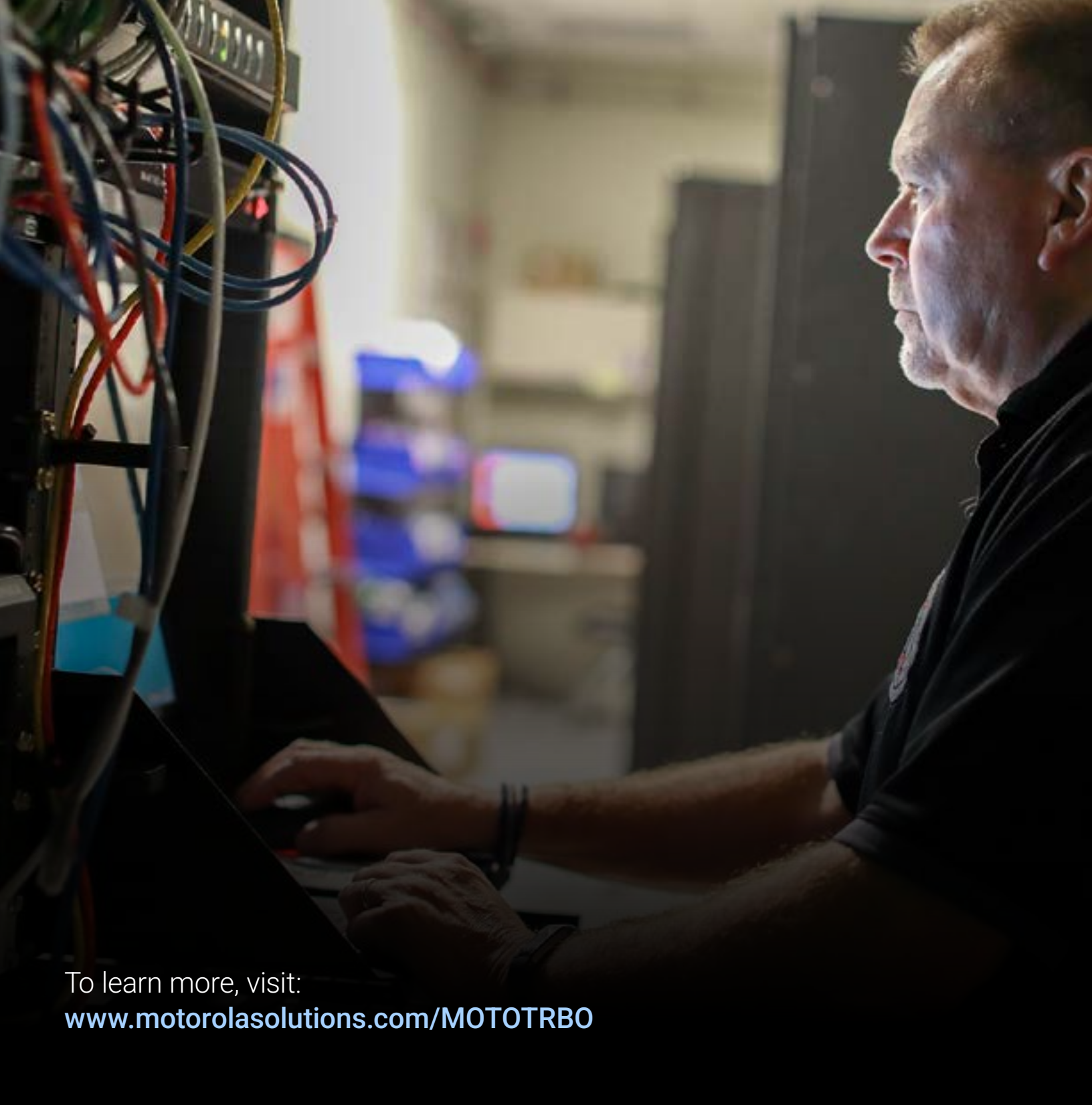
To learn more, visit:
www.motorolasolutions.com/MOTOTRBO

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