

RADIO REPAIR REQUEST FORM

Please complete this form and return with your radio. *Required.

RADIO ONE, INC. PROVIDES REPAIR SERVICES FOR MOTOROLA SOLUTIONS RADIOS ONLY.

NO REPAIRS WILL BE PERFORMED WITHOUT A VALID P.O. OR CREDIT CARD PRESENTED PRIOR

Shipping Address:

Radio One, Inc.
7517 Currency Drive, Orlando, FL 32809
(407) 352-9242 | (800) 771-9191 Toll Free
repairs@radiolinc.com | radiolinc.com

DATE:*

EQUIPMENT TYPE:*

EQUIPMENT MODEL NUMBER:*

EQUIPMENT RADIO NAME/ NUMBER:*

EQUIPMENT SERIAL NUMBER:*

ACCESSORIES SENT WITH RADIO:

ANTENNA BATTERY CHARGER CLIP EARPIECE HEADSET MICROPHONE NONE

SYMPTOMS:

BROKEN VOLUME BROKEN CHANNEL CAN'T HEAR ME CAN'T HEAR THEM NO POWER
 LOSES POWER VOLUME TOO HIGH VOLUME TOO LOW/NO AUDIO OTHER

CUSTOMER NAME:*

CUSTOMER PHONE NUMBER:*

CUSTOMER EMAIL:*

PURCHASE ORDER NUMBER:*

DO NOT EXCEED \$:*

RETURN REPAIR TO:*

ATTENTION:*

ADDRESS:*

EMAIL:*

SEND BILL TO SAME ADDRESS SEND BILL TO NEW ADDRESS

SEND BILL TO:**ATTENTION:****ADDRESS:****EMAIL:**

Please send radios with antenna and battery for complete check.

NOTE:

- A \$62.50 minimum bench/estimate fee is charged to any non-repaired radio. Fee waived for approved repairs.
- A \$15.00 per unit equipment shipping & handling charge will be applicable discounts for quantities.
- Motorola Flat Rate pricing based on then current MSRP. All repairs use OEM parts, current software & firmware.
- A \$25.00 per unit handling fee will be charged for all warranty submissions.

RADIO REPAIR: FREQUENTLY ASKED QUESTIONS (FAQ)

Q: What happens after I send in my radio?

A: The radio will be triaged and evaluated. Radios with a valid warranty are sent directly to Motorola's repair Depot. For out of warranty repairs, the most economic form of repair (Radio One bench repair vs. Motorola flat rate) will be quoted. Once approved, the radio will be either be sent to Motorola's Depot or entered in the Radio One queue. Repairs are performed on a first-in, first-out, (FIFO) basis.

Q: How long does a repair usually take?

A: Most repairs have a cycle time of about one business week after credit approval (authorization of PO or Credit Card for quoted repair charge amount.)

Q: What negatively impacts radio repair cycle time?

A: Typically parts backlogs and/ or weather issues with freight carriers delay repairs. Other common impacts include waiting for customer approval on quotes and/ or waiting to consolidate multiple repairs into a single shipment where one or more radios is delayed.

Q: How can I expedite my repair?

A: Ensure that you keep a copy of the repair request form and provide an approved purchase order at the time of submission. Please indicate if you would prefer to use a credit card on your form, and we will call you to get the information prior to performing the repair. Refer to the radio serial number and date of submission on your copy of the request form for any phone or email inquiry regarding status updates or repair-related questions

Q: What is a bench fee?

A: This fee is only for radios evaluated which the customer opts to not repair. This fee covers the time required to diagnose the radio issue, capture programming, and handle the unit.

Q: What is Motorola Flat Rate?

A: For OEM supported, out-of-warranty units, Motorola offers flat repair rates which are often more economical for our customers than T&M charges. Once a unit is evaluated, our technician will determine which repair is a better deal for the customer. Typically, external repairs and modifications are done more economically in house, with more advanced and time-consuming internal repairs submitted for flat rate.

Q: What is a Warranty Handling Rate?

A: Radio One charges a \$25 per unit handling fee for all in-warranty radios sent to Motorola for warranty repair. Customers who wish to manage their own warranty claims may call Motorola at (800) 422-4210 and request an RMA number and request instructions for warranty submission.

Q: What are a few reasons my radio may not be eligible for repair?

A: OEM support policies are based upon currently supported models capable of functioning with current software and firmware versions. Older models may not have the technical compatibility to function with current firmware and software. Additionally, as parts become scarce and their prices increase, the cost of repair becomes prohibitive. Additionally, certain types of damage (liquid, electrical, chemical, physical) are especially destructive to the device's components and beyond economic recovery.

Q: When should I consider replacing my radios instead of repairing them?

A: Like all electronics, radios have a lifecycle which is both physical (condition of the unit's parts) and technological (the unit's ability to function with current generation software and firmware.) Some radios may age out of software compatibility before their physical condition makes the replacement decision obvious. It is best to consult your Radio One Sales Representative regarding your specific model of radio to verify its OEM support status and recommended replacement.