



## CUSTOMER SERVICES

# SERVICE CENTER PROGRAMS

### SUPPORT AND SERVICE DESIGNED TO MEET YOUR BUSINESS NEEDS

You rely on your Motorola products to keep your business running efficiently. Let Motorola's Service Center Programs help ensure maximum performance throughout the lifecycle of your advanced data capture, mobile computer or wireless infrastructure device. Our facilities are fully equipped with the latest tools and applications to deliver the highest level of technical service and expertise.

### FLEXIBILITY BUILT IN

Motorola offers a choice of Service Center support programs designed to meet your needs and budget. Bronze level offers repair with three-day, in-house turnaround time that covers normal wear and tear and all materials, parts and labor. Opt for Gold level for faster turnaround time with pre-shipment of a replacement device and out-of-the-box readiness. Or select from available options to tailor a Service Center support program matched to your needs.

### CONSISTENCY AND RESPONSIVENESS

Regardless of the Service Center support program you choose, you'll have total confidence in the accuracy and responsiveness that go into addressing your concerns.

- **Service Center Excellence:** Your product is expertly repaired to manufacturing specifications with strict adherence to Motorola engineering procedures.
- **Technical Expertise Always on Call:** Our support center stands ready to assist you during normal business hours by telephone or via e-mail. And extended coverage for Motorola's wireless infrastructure and AirDefense products provides support for in-depth operating system or product functionality questions up to 24 hours a day, every day of the year.
- **A Single Source for Support:** Reduce risk, streamline operations and accelerate your learning curve with a single point of contact for your support needs. An experienced support technician works with you to resolve your request. Plus Motorola's online support web site provides anytime access to service and support tools.

### Why Motorola Support?

Expert repair of your products to manufacturing specifications

Reliable turnaround at a known cost

Defined response times and escalation paths for telephone support

State-of-the-art technology for complete diagnosis and testing using the same methods utilized in the manufacture of the product

All materials, parts and labor included

Coverage for normal wear and tear

Defined engineering changes applied

## AT-A-GLANCE: SERVICE CENTER PROGRAMS

Service Center Support	Bronze	Gold
Covers normal wear and use	•	•
Includes all materials, parts, and labor	•	•
3-day Turnaround Time <sup>3</sup>	•	
Advance product replacement <sup>1,3</sup>		•
Commissioning (Application Loading and Configuration Management), Battery Testing		•
Telephone support coverage for Motorola Core Product Software, including Software Releases <sup>4</sup>	•	•
Defined telephone response time and escalation path (from time of initial call to escalation to next tier) <sup>5</sup>	• 4-hour escalation response	• 2-hour escalation response

### Your choice of programs to support your specific needs

Options to tailor your service program:  
Battery maintenance,  
Commissioning,  
Comprehensive Coverage,  
Express Shipping

In addition to our Service Center programs, we offer a complete suite of services to provide the end-to-end lifecycle support you need to get and keep your Enterprise Mobility solution up and running at peak performance — from planning and analysis to implementation and day-to-day support.

## SERVICE CENTER PROGRAM OPTIONS

In addition to the standard Service Center programs, you can opt for a contract tailored with the following options:

### Repair Options<sup>2</sup>

- **Comprehensive Coverage<sup>2</sup>:** Extend normal wear and tear coverage to include repairs to displays, plastics, keypads, exit window, and other internal and external components damaged through accidental breakage during the use of the device.
- **Battery Maintenance:** Motorola tests and recharges batteries and replaces batteries that cannot be recharged to 80% capacity.

- **Commissioning:** Includes both Application Loading and Configuration Management.
- **Application Loading:** Motorola stores and reloads software applications onto your terminals at the time of repair.
- **Configuration Management:** Motorola loads site-specific information such as IP addresses, wireless identifications and frequencies onto products under contract at the time of repair.

### Response Options

- **Express Shipping:** Next-business-day delivery of your repaired product.
- **Overnight Air Freight:** Supply Motorola with your airbill account number for expedited shipping.

1 - Customer-supplied spares replacement pool required; overnight shipment recommended. Contact your local Motorola Solutions representative for program details.

2 - Subject to Motorola's terms and conditions

3 - Turnaround time is Motorola's "in-house" repair time and does not include time in transit

4 - As defined in the Motorola Service Description Documents: Service Center Support - Bronze and Service Center Support - Gold

5 - Motorola will provide Level 1 telephone and e-mail support\* during standard business hours Monday–Friday 8 a.m. to 5 p.m. (customer's local time) in North America and Latin America (NALA), Monday–Friday 8 a.m. to 7 p.m. (CET) in Europe, the Middle East and Africa (EMEA), and Monday–Friday 8 a.m. to 8 p.m. (Australian EST) in Asia Pacific (APAC) — excluding Motorola-observed holidays.

Motorola will provide direct Level 2 telephone support\* 24 hours a day, 7 days a week, 365 days a year in the English language for customers with currently supported Wireless LAN products and Motorola AirDefense solutions. (Available in NALA and APAC).

\* Level I support issues are defined as basic user-type questions. Level II support issues are defined as in-depth operating system or product functionality questions. Service availability may vary by country. Service options can only be ordered as part of a service agreement; they cannot be ordered as a stand-alone service. Complete program details, including geographic availability, are available from your Motorola representative.

For more information on Motorola Service Center Programs and other Motorola services, visit our global contact directory at [www.motorola.com/enterprise/contactus](http://www.motorola.com/enterprise/contactus), or visit us on the Web at [www.motorola.com/services](http://www.motorola.com/services)

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## About us

- Legacy Technology Services is a leading nationwide provider of mobile computing, barcode, printers and point of sale equipment and services.
- For over a decade, thousands of clients across North America have trusted us to provide equipment from leading manufacturers backed by the services to support them.

## Latest Hardware from top manufacturers

- Legacy handles virtually every major manufacturer of mobile computing, barcoding and point of sale equipment.

## Expert Repair and Maintenance services

- Legacy is one of the best repair facilities in North America

## Discontinued product sourcing

- They don't make it anymore? Our inventory also includes manufacturer close-outs and discontinued equipment to support our clients legacy infrastructure.

## Trade-in and Disposal services

- That old equipment laying around your facility may still have some value. Legacy routinely purchases equipment from our clients around the globe.
  - Data destruction
  - Hardware disposal
  - Auditing services

## Dedicated client account team

- Dedicated, highly trained account managers are here to answer all your questions and provide top notch service.

## Equipment rental services

- Sometimes renting is a better solution, Legacy's huge rental inventory provides the equipment you need for temporary needs and projects.



[Legacy, Inc.](http://Legacy, Inc.)

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