



CUSTOMER SERVICES

SERVICE FROM THE START ADVANCE EXCHANGE SUPPORT

**GET MAXIMUM UPTIME WITH
NEXT-BUSINESS-DAY REPLACEMENT
AT A MINIMAL COST**

Motorola Enterprise Mobility products are a critical part of your business, keeping the workday running smoothly at the cash register, in the warehouse, at the loading dock, patient bedside, and more. Ensure maximum uptime with Motorola’s Advance Exchange Support. With just one call, this cost-effective multi-year coverage plan provides the next-business-day replacement you need to keep your business running smoothly and productively — no questions asked. Minimize the high cost of device and employee downtime in your business with Advance Exchange Support — available for handheld barcode scanners, MiniScan fixed mount scanners, access points and ports, wireless switches, Ethernet switches, client bridges and fixed RFID readers. You enjoy complete investment protection and a low total cost of ownership at a very low cost — an outstanding business value.

REDUCE YOUR SUPPORT COSTS

With Advance Exchange Support, you no longer need to invest in and maintain your own spares pool, or spend time tracking and managing devices sent in

for repair. Regardless of what is wrong with your device, you simply receive a replacement product the next day, ready to go right out of the box. Your support needs — and costs — are reduced, freeing your support staff to focus on more critical business tasks. And since accidental breakage is covered, unpredictable repair costs are eliminated, providing a set fee for service you can count on.

**COMPREHENSIVE COVERAGE —
FOR VIRTUALLY EVERYTHING**

Cracked housing? No problem. Damaged exit window? No problem. Broken connector? No problem. With Advance Exchange Support, built-in comprehensive coverage protects you from the unexpected. Our plans cover normal wear and tear, as well as repairs to plastics, triggers, exit windows, and other internal and external components damaged through accidental breakage. Regardless of why your device needs repair, you can count on being back in business the next business day. We even cover the shipping costs both ways — for the return of your defective device to Motorola as well as the overnight shipping costs for your replacement.

FEATURES

**Next-business-day
delivery of
replacement unit ¹**

Minimizes downtime — you’ll be back in business the next day with a replacement product

**One call does it all;
replacement unit
shipped from
Motorola’s own
spares pool**

Simplifies equipment maintenance — enjoy the benefits of overnight device replacement without having to purchase, maintain, or track extra equipment

**Comprehensive
coverage includes
normal wear and
tear and accidental
breakage during use**

Helps eliminate surprise repair costs for a significantly lower Total Cost of Ownership; provides complete investment protection

**Multi-year discount;
lower annualized price
than with standard
service contract**

Get more for less; significant cost savings with single upfront cost

SPECIFICATION SHEET

SERVICE FROM THE START ADVANCE EXCHANGE SUPPORT

END-TO-END SUPPORT SERVICES

Count on Motorola Customer Services to go beyond repair, offering a total integrated support solution that encompasses: web self-service, telephone support, service center and optional onsite repair — all backed by Motorola's global support infrastructure for Enterprise Mobility products and proven expertise. When you choose Motorola, you get industry leading response times and a level of expertise only 'direct-from-the-manufacturer' service can offer. And by

centralizing our service centers, we've achieved the significant cost-savings required to provide you with more — for less: very competitively priced service plans with extended coverage offerings.

In addition to Advance Exchange Support, Motorola offers 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.

True 'service from the start'

Provides total peace of mind with protection that begins from the date of purchase

Telephone technical support with fast response time to escalated issues

Get the answers you need, when you need them with priority call handling

For more information about our service programs or to purchase Motorola Advance Exchange Support, please visit us on the web at www.motorola.com/business/services or access our global contact directory at www.motorola.com/enterprisemobility/contactus

AT-A-GLANCE: Service from the Start Advance Exchange vs Warranty Coverage

COVERAGE	WARRANTY	ADVANCE EXCHANGE
Manufacturer defects only	•	
Covers normal wear and tear		•
Comprehensive coverage for accidental breakage		•
10-day repair turnaround ²	•	
Advance equipment exchange		•
Overnight shipping: replacement arrives Next Business Day ¹		•
Telephone support coverage for Motorola Core Product Software, including providing Software Releases ²		•
Defined telephone response time and escalation path (from time of initial call to escalation to next tier) ³		•
Engineering Changes applied, keeping product up-to-date		•
3/5-year service coverage ⁴		•
Multi-year discount		•

Advance Exchange Support is a multi-year Service from the Start program that must be purchased within 30 days of the product purchase. Excluded from coverage is damage to consumables such as batteries and damage caused by natural or man-made disasters such as fires, floods and theft. Product must be operated within its environmental specifications. Service availability can vary worldwide by country. Please contact your Motorola representative for complete program details and a list of Motorola mobile computers eligible for Service from the Start Advance Exchange.

1 - For calls received after noontime (based on the customer's time zone in the Americas and APAC, and on CET in EMEA — Europe, Middle East and Africa), the unit will be shipped the following business day.

2 - Repair turnaround is exclusive of shipping time to and from the Motorola service center.

3 - As defined in the Motorola Advance Exchange Support Service Description Document.

4 - Service coverage based on the original product warranty length.