

**Is the unit that has been exchanged or repaired covered under a warranty?**

Yes, the new warranty is valid for 90 days.

**Can a unit exchange be done if the equipment is under a repair warranty?**

Yes, but there would be a charge of \$250.00 per piece, which is less than the normal exchange price.

**What is the repair lead time?**

The average lead time is 30 business days.

**Is a repair analysis report sent with the equipment?**

It is not automatically sent, but you can request one at the same time you request an RMA number.

**Can I upgrade my level of warranty?**

Yes, by calling the Contracts department at 800-446-0144.

**Does Motorola replace equipment that has been deemed unrepairable?**

Only items which are covered under warranty, and have been deemed unrepairable due to reasons other than customer compromise or acts of nature, such as lightning hits or floods may be replaced.

**Is a warranty voided by customer compromise of a unit or acts of nature such as lightening hits or floods?**

Yes.

**Where do I find the product code?**

On the back of the unit.

**What does the product code look like?**

On NSD products such as Vanguards, 6520, 6560, 3260, 6400 series or 650D, it is a five (5) digit product code. For the 925s, DDS, MRS product lines, it is a 13 digit assembly number.

**Where do I find the serial number?**

On the back of the unit, just below the product code.