



PROTECT YOUR INVESTMENT AND ENHANCE YOUR PEACE OF MIND

SERVICE FROM THE START FOR THE TC55 TOUCH COMPUTER

KEEP YOUR FOCUS ON YOUR BUSINESS, NOT THE SUPPORT OF YOUR TC55

Your field workers count on their mobile device to complete assigned tasks efficiently and effectively. They need the peace of mind that device uptime is optimised and that any downtime can be remediated quickly, enabling operations to keep running smoothly. Service from the Start for the TC55 is a robust support service that enables you to protect your investment against normal wear and tear, with expert repair, technical and software support.

Included as standard when you purchase the TC55, this unique offering provides normal wear and tear repair coverage with a dependable three-day repair turnaround time, along with additional service options. No matter where you are located, our global support infrastructure helps ensure expert repair, reliable turnaround times, along with prompt technical telephone, email and online support.

With Service from the Start, your call is answered by a support specialist with expertise in the TC55. If resolution is not achieved with that first call, your issue is immediately escalated to the next support tier for response within four business hours. Count on Service from the Start for maximum uptime and investment protection for your Motorola TC55. Now that's true peace of mind.

ENHANCE YOUR SERVICE COVERAGE FOR EVEN GREATER PROTECTION AND PEACE OF MIND

We have a choice of additional Service Options available if you wish to increase your level of coverage for even greater investment protection. No matter how careful your field workforce is, we recognise that accidents do happen, in which case you may wish to add Comprehensive Coverage to your Service from the Start contract. Service from the Start Bronze with Comprehensive Coverage provides protection against accidental damage for your TC55. Whether it's a smashed screen, broken speaker or missing buttons, you can rest assured you're covered.

To help ensure minimum equipment downtime, you may wish to upgrade to Service from the Start Advance Exchange Support, which includes Comprehensive Coverage as standard, and one call will give you next-business-day dispatch of a replacement unit should your TC55 need repair.

Whichever plan fits your needs, you'll get multi-year complete repair coverage that helps eliminate 'surprise' repair costs and provides the investment protection you need to reduce your total cost of ownership – true business value.

CONVENIENT WEB-BASED REPAIR REQUEST

You can initiate repair quickly and easily, with anywhere and anytime convenience. Just log on to our online repair system to request a Return Material Authorisation (RMA) number, print out the shipping documents, and you're on your way. Motorola technicians expertly repair your equipment to manufacturer specifications.

INTEGRATED TOTAL SUPPORT PLAN

When you choose Motorola, you get industry leading response times and a level of expertise only 'direct-from-the-manufacturer' service can offer. We try to provide you with more – for less: very competitively priced service plans with extended coverage available.

AT-A-GLANCE: Service from the Start programs for TC55¹

COVERAGE	WARRANTY	SERVICE FROM THE START	SERVICE FROM THE START – BRONZE WITH COMPREHENSIVE COVERAGE	SERVICE FROM THE START ADVANCE EXCHANGE SUPPORT
Timeframe	1 Yr	2 Yr	2 Yr 3 Yr	2 Yr 3 Yr
Manufacturer defects only	•			
Covers normal wear and tear (includes all materials, parts and labor)		•	•	•
Comprehensive Coverage for accidental breakage			•	•
Repair turnaround	10 days	3 days	3 days	Next-business-day dispatch of unit ²
Rights to download and use software releases		•	•	•
Defined telephone response time and escalation path ³		4 hours	4 hours	2 hours
Commissioning Service ⁴		Option	Option	•
Battery Refresh ⁵		Option	Option	Option

Note: Please refer to Solution Builder for the most up-to-date information, including global pricing and available service options.

- 1 Service availability may vary by country. For further information please contact your local Motorola Solutions representative.
- 2 For calls received after noontime (based on the customer's time zone in the Americas and Asia, and on CET in – Europe, Middle East and Africa), the unit will be shipped the following business day.
- 3 As defined in the Motorola Service from the Start – Bronze with Comprehensive Coverage and Service from the Start with Advance Exchange Support Service Description Documents.
- 4 Includes application loading and configuration management.
- 5 North America and Europe only. Automatically provides a replacement battery every 18 months. See the Battery Refresh Service Description Document for more information.

For more information on how our service programs can benefit your business, please visit us on the web at motorolasolutions.com/services or contact us at motorolasolutions.com/contactus

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