



# ESSENTIAL SERVICES FOR LTE L11 DEVICES

SUPPORT WHEN YOU NEED IT

Essential Services provide you with technical support to troubleshoot problems and hardware repair to properly restore your L11 device.

## RELY ON EXPERT REPAIR

State-of-the-art diagnostics equipment, repair tools and replacement parts helps ensure your L11 devices are protected from normal wear and tear and back in operation within five days. One or two-way shipping is included. All devices are returned to factory specifications and updated with the latest firmware. Our repair centres are certified to comply with ISO9001.

## ACCESS TECHNICAL SUPPORT

Our experienced engineers are available 8x5, Monday – Friday, local time, to help isolate and resolve any issues you may have with your L11 devices. These dedicated professionals effectively troubleshoot and resolve your issues efficiently.

## EXPAND YOUR COVERAGE

While our L11 devices are built for superior performance, accidents happen. We offer expanded coverage and support that includes: repairs for accidental damage; three-day repair turnaround time; and 8x5 remote technical support and two-way shipping.

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### AT-A-GLANCE

SERVICES	ESSENTIAL	ESSENTIAL WITH ACCIDENTAL DAMAGE
Coverage Period	3 years	3 years
Accidental Breakage		Yes
Hardware Repair	Normal wear and tear	Normal wear and tear
<sup>1</sup> Turnaround Time	5-Day	3-Day
Remote Technical Support	8x5	8x5
Shipping	One-way	Two-way

<sup>1</sup>Turnaround time is Motorola "in-house" replacement time and does not include time in transit.

For more information, visit [www.motorolasolutions.com/services](http://www.motorolasolutions.com/services)



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