



MOTOROLA

## 3 Year Bronze Service Plan Overview

All MICROS Wireless Handheld Mobile devices are sold with the Motorola 3-Year Bronze Service Plan from Motorola. The Motorola Bronze Service Plan with “Comprehensive Coverage” is a unique prepaid program that includes normal wear and tear, as well as coverage for internal and external components damaged through accidental breakage. This offer also includes coverage to styluses, screen protectors, hand straps and battery doors (where applicable) that ship together with Motorola’s MC-Series mobile computers, when purchased through DCRS Solutions, but does not include consumables or peripherals (as noted in the following pages). **Bundled with the MC-Series of mobile computers from MICROS**, the Motorola Bronze Plan with Comprehensive Coverage agreement offers multi-year coverage to significantly reduce unexpected repair expenses, while helping to protect a customer’s investment for the first 3 years. **This Service Plan is a Depot Plan that is provided directly from Motorola, not from MICROS or DCRS Solutions.**

- **Service Center Repair with 3-Business Day Turnaround Objective (this turnaround time represents the time a unit spends at Motorola during the repair process)**
- **Comprehensive Coverage (includes Wear & Tear)**
- **Priority Telephone Support with 4 Hour Call Escalation**
- **Updates, fixes and new releases for platform software\***
- **Access to web-based FAQs and Troubleshooting Tips**
- **Ground Shipment of Outbound Units**
- **Application Loading**

\* MICROS will provide the Motorola repair facility with the latest approved platform including the Mobile Client Application Loader (CAL) application. This platform will be loaded onto the device prior to return shipment. The approved platform may not include all platform fixes released by Motorola.

The Bronze Service Plan is NOT an extended warranty, but is a value added maintenance contract. The Motorola “standard warranty” provides only limited coverage for manufacturer’s defects, and has a standard repair turnaround of 10-Business days.

### Details of the Motorola Bronze Service Plan

Motorola provides for product repair at a Motorola-operated facility that employs the same test equipment and fixtures used in the manufacture of the equipment. Products are diagnosed and restored to factory specifications via:

- Repairs, alignments, adjustments, and restorations, if appropriate, of any covered product(s) that malfunctions while being used within the operational and environmental parameters specified by Motorola.
- Repairs due to accidental damage including displays, keypads and internal components. **(Batteries, and Magnetic Card Readers are not covered)**
- Product updates, if applicable, as may be defined from time to time by a Motorola Engineering Change Order.
- Defined telephone support.

### 3-Day In-House Turnaround Time

#### Motorola Responsibilities

1. Provide standard Service Center repair with three (3) business day’s in-house turnaround. **Please note: In-house turnaround time represents the time a unit spends at Motorola in the repair process, the 3-Business Day turnaround time is an objective that is not guaranteed, and this time does not include transit time.**
2. Provide service on standard Motorola workdays: Monday through Friday 8am to 5pm, excluding holidays observed by Motorola. See list of Motorola observed holidays on page 4.
3. Provide **ground shipment** on all outbound repairs, or ship units via customer designated carrier and method, charged to customer’s account.
4. Guarantee units will perform within the operational and environmental parameters specified

by Motorola for 30 days from date of return shipment. Motorola will provide repair with an in-house turnaround of three (3) business days. Turnaround time represents the time a unit spends at Motorola in the repair process; it does not include time in transit. Turnaround times are a target and are not a guarantee.

5. Motorola will provide ground shipment on all outbound repairs to specified customer delivery location and bear all costs and risks associated with transportation; or, ship units via customer-designated carrier and method, charged to customer's account.
6. Motorola will ensure units will perform within the operational and environmental parameters specified by Motorola for 30 days from date of return shipment.
7. At the time an eligible MC mobile computer is returned to the service center for repair, Motorola will replace missing or damaged styluses, screen protectors, hand straps and battery doors (where applicable), as indicated by the customer on the Return Material Authorization (RMA).
8. Motorola will repair accidental damages to internal and external components that occur during normal use. Specific examples of items included under Comprehensive Coverage include restoring, repairing or replacing:
  - Damaged housings.
  - Cracked or broken plastics.
  - Cracked or broken displays.
  - Cracked or broken touch screen/digitizers.
  - Cracked or missing keyboards/keypads.
  - Missing or broken triggers.
  - Cracked or damaged exit windows.
  - Missing or damaged styluses.
  - Missing or damaged hand straps.
  - Missing or damaged screen protectors.
  - Missing or damaged battery doors, as applicable.

#### **End User / Customer Responsibilities**

1. **Optional:** Designate a carrier and shipment method and provide current carrier account number to be billed. Overnight shipping maximizes the value of this service. **Cost of standard ground shipment from the repair facility to customer location is included in this program, but the cost for an alternative ship method is customer's responsibility. Costs for shipping the device to the repair facility are also customer's responsibility.**
2. **Contact Motorola before the return of the unit to the Service Center for repair** to get a Return Material Authorization (RMA) # assigned and entitlement ensured. Perform one of the two below options:
  - Request RMA # at <http://myMotorolacare.Motorola.com> and print a shipping label for the return. Register at the site for a login and it will allow you to track your equipment repairs.
  - Contact Motorola at 1-800-653-5350 and request an RMA #  
**Please Note:** Units received at Motorola without an RMA # may experience a delay in processing and not be repaired within the contracted turnaround period.
3. Ensure the RMA # is clearly visible on the outside of the package on the shipping label.
4. Package all items to normal commercial standards. **Motorola original packaging is recommended.**
5. Provide for the safe transport of products to the Motorola Service Center. Bear all costs and risks associated with this transportation.

#### **Telephone Support – 4 Hour Response**

##### **Motorola Responsibilities**

1. Provide support coverage Monday through Friday 8am to 5pm local time, excluding holidays observed by Motorola.
2. Provide callback response within four (4) business hours. The Motorola representative will:
  - Assess the nature of the problem.
  - Assist/perform problem determination and manage problem resolution.
3. Provide telephone support coverage for Motorola systems and base software, excluding custom software modifications and customer configurations. This includes providing:

- Support the current version of the system and base software, and two prior releases
- Help in filling out a case report.
- Assistance in verifying a system or base software problem.
- Interim software updates, local patches, bypasses, and/or documentation that address a verifiable customer problem, whenever available.

### End User / Customer Responsibilities

1. Supply modem and phone line on site if remote dial-in to the customer's system is required for complete diagnosis or remedy.
2. Incur additional charges at prevailing rates for any of the following activities which are not covered under Telephone Support service:
  - Problem determination and/or work performed to resolve issues with non-covered products; i.e., any hardware or software products not specifically listed on the Service Order Form.
  - Repair of problems caused by operator error, unauthorized alterations or attempted repair, direct lightning damage, or other natural or manmade disasters.
  - Non-remedial work such as but not limited to administration and operator procedures, reprogramming, and operator or user training.
  - Performance of any file backup or restoration processes, other than remote archive and restoration if that option is purchased.
  - Standby at customer's request.
  - Completion and test of incomplete application programming or system integration if not contracted for by Motorola and specifically listed as covered.

### Constraints and Restrictions

The customer will incur additional charges at the prevailing rates for any of the following activities, which are not covered under Service Center Support:

- Replacement of consumable parts or accessories, as defined by product, which include but are not limited to batteries, cables, print heads, carrying cases, paper, diskettes, tapes, ribbons, etc.
- Magnetic Card Readers are not covered and are not considered repairable items. In the event of a failure on the MCR, replacement is the only option.
- Repair of problems caused by operator error, abuse, unauthorized alterations or attempted repair, direct lightning damage, or other natural or manmade disasters.
- Non-remedial work such as but not limited to firmware or protocol upgrades, reprogramming, and product configuration.
- Repair of non-covered products (see below about coverage for Peripherals).
- Repair of problems caused by using the device outside of the product's environmental specifications or repaired by a third party.

**Application Loading** – Your contract includes a custom provision for reloading the Client Application Loader (CAL) application onto the device. The Motorola repair facility will reload the repaired terminal with the latest approved platform image and MICROS Mobile CAL version onto the handheld. The device should arrive in a similar state to the handhelds that are shipping from MICROS. **This feature does not provide for the device to be loaded with a specific application or for any custom configuration to be performed by the Motorola repair facility.**

### MyMotorolaCare Web Portal

Your single point of access to your information regarding Motorola Care Services, custom tailored to deliver the data you need through the Internet: <http://myMotorolacare.Motorola.com>

### Warranty on Cradles and Other Peripherals

Motorola MC Peripherals come with a 90-day limited Depot warranty from Motorola, and include:

Cradles and Chargers	90 day depot warranty
Clip on Magnetic Card Reader	90 day depot warranty
Batteries	90 day depot warranty

This 90 day depot warranty provides for the repair of the product and is limited to:

- Repair, alignment, and adjustment to the original manufacturing specifications of any covered product(s) that malfunction due to a manufacturing defect while being used within the operational and environmental parameters specified by Motorola.
- Product updates, if applicable, as defined from time to time by a Motorola Engineering Change Order, applied at Motorola's discretion.

A Depot warranty indicates the customer must return the defective equipment back to Motorola for warranty repair. The depot warranty for these Peripherals provides a manufacturer turn-around of 10 business days, excluding Holidays, from receipt of the warranted device.

**Motorola observed Holidays are New Years Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.** Once repairs are complete, Motorola will ship the repaired device via UPS ground on all outbound shipments. Customers who desire overnight shipments after the warranty repair is completed must provide Motorola with a current air bill.

The process for obtaining a depot repair is to call Motorola at **1-800-653-5350** to get an RMA number for return of the faulty unit. You may also request an RMA via the web: <http://myMotorolacare.Motorola.com>. After obtaining the RMA number, ship to the address provided by Motorola.

### **Battery Life**

There are many factors that contribute to battery life. Because of these factors both MICROS and Motorola recommend replacing the handheld's batteries **at least once every year**. **MICROS has chosen to offer the MC Series with the extended life battery in the standard configuration**

### ***Documents describing***

- ***Motorola HANDHELD BEST PRACTICES (for caring for the Motorola MC Series)***
- ***Motorola HANDHELD BATTERY GUIDE (for maintaining Motorola batteries)***

***...can be found on the DCRS web site (or contact your DCRS Sales Representative)***

### **Important Contact Information**

Online Support Request: [http://www.Motorola.com/contact/services\\_support\\_contact.html](http://www.Motorola.com/contact/services_support_contact.html)

Telephone: Monday – Friday 8 am – 8 pm 1-800-653-5350 or 1-631-738-6213

Additional Resources: My Motorola Care: <http://myMotorolacare.Motorola.com>

Motorola Support <http://support.Motorola.com>