



EVOLVE HANDHELD LTE DEVICE

WARRANTY AND SUPPLEMENTAL SERVICES



**THE EVOLVE HANDHELD
LTE DEVICE COMBINES
INTUITIVE USER
EXPERIENCE AND
OPEN PLATFORM
ARCHITECTURE WITH
THE RUGGEDNESS AND
RELIABILITY EXPECTED
OF A CRITICAL
COMMUNICATIONS
DEVICE.**

The Evolve handheld LTE device includes an Enhanced Warranty as standard that provides 3 years of software updates and technical support and 1 year of hardware repair (extendable by 2 years). To maintain your Evolve handheld LTE device so that it continues to operate at optimal levels, optional service packages are also available to provide extended and enhanced levels of protection including accidental damage.



ENHANCED WARRANTY

All Evolve handheld LTE devices are supplied with Enhanced Warranty as standard. Enhanced Warranty includes all the following features:

HARDWARE REPAIR (1 YEAR)

Motorola Solutions will repair any failures caused by a manufacturing issue for one year from the date of purchase¹. Repairs are carried out to the highest quality standards by trained technicians at our central repair facility.

SOFTWARE UPDATES

At Motorola Solutions, we are constantly innovating and adding new features through our software releases. Take advantage of these updates and enhancements with access to the latest versions of firmware for your device. Enhanced Warranty provides you access to the latest versions for 3 years.

TECHNICAL SUPPORT

Our support engineers are available Monday - Friday (8am - 5pm CET), to give you the help you need. These dedicated professionals effectively troubleshoot and resolve your issues efficiently.

MYVIEW PORTAL

Motorola Solutions' MyView Portal provides actionable insights into your business and mission-critical operations, giving you the knowledge to make data-driven decisions that mitigate the risk of downtime and enhance network performance. MyView Portal gives you valuable system and service information whenever you need it.

¹ Warranty / service time periods are from the date that the device is purchased from Motorola Solutions.



OPTIONAL SUPPORT SERVICES

HARDWARE REPAIR EXTENSION

Optional uplift to extend hardware repair by 2 years, for a total of 3 years cover. Any failures caused by a manufacturing issue will be repaired to the highest quality standards by our trained technicians.

ACCIDENTAL DAMAGE

With Accidental Damage, you will always know you will have your device repaired or replaced, without hassle. All devices are returned to factory specifications, updated with the supported firmware and shipped back to you.

Here are some examples of items included with Accidental Damage Coverage:

- Electrical repairs for accidental external or internal damage.
- Replacement of accidentally cracked or broken housings, displays or missing buttons.





EVOLVE SUPPORT SERVICES



	3 YEAR ENHANCED WARRANTY (INCLUDED AS STANDARD)	3 YEAR ENHANCED WARRANTY WITH HARDWARE REPAIR (OPTIONAL UPLIFT)	3 YEAR ENHANCED WARRANTY WITH HARDWARE REPAIR AND ACCIDENTAL DAMAGE (OPTIONAL UPLIFT)
Software Support (Bug fix & Updates)	✓	✓	✓
Technical Support	✓	✓	✓
MyView	✓	✓	✓
1 year Standard Hardware Repair	✓	✓	✓
Additional 2 year Standard Hardware Repair	–	✓	✓
Accidental Damage	–	–	✓

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Availability is subject to individual country law and regulations. All specifications shown are typical unless otherwise stated and are subject to change without notice.

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