

Brochure

LACR

MOTOTRBO™ Device Service Offers

Supporting you to minimize disruption
and improve continuity



MOTOROLA SOLUTIONS



Reliable and long lasting

MOTOTRBO is designed and built for long-lasting performance, but it is not always possible to prevent every equipment failure.

Components can fail and software can become outdated over time leading to users out of communication with the rest of the team. Ensuring you have a plan in place to get communications flowing again is critical to a smooth running business and to optimizing your total cost of ownership.

All MOTOTRBO devices purchased from Motorola Solutions include eligibility to software updates, technical support and hardware repair as standard. To maintain your MOTOTRBO radio so that it continues to operate at optimal levels, optional service packages are also available to provide extended and enhanced levels of protection including cover for accidental damage and wear and tear.



Service features

Hardware repair (manufacturing defects)

Manufacturing defect repair provides cover to repair any failed MOTOTRBO radios caused by a manufacturing issue. Repairs are carried out to the highest quality standards by trained technicians at our central repair facility.

Hardware repair including wear and tear

Extended cover allows repair of both manufacturing defects and normal wear and tear.

Hardware repair including accidental damage

Our ultimate hardware cover allows repair of manufacturing defects, normal wear and tear and accidental damage, giving you complete peace of mind when it comes to protecting your radio fleet.

Software updates

At Motorola Solutions, we are constantly innovating and adding new features through our certified and tested software releases. Take advantage of these updates and enhancements, plus the latest cybersecurity updates, with access to the newest versions of software for your radio.

Remote technical support

Our experienced technologists are available to help isolate and resolve issues you may have with your MOTOTRBO radios. With an extensive knowledge base, trained and certified technical engineers and leading standards for escalation procedures, this team can help troubleshoot and find resolutions for a wide range of technical issues.

Device maintenance

MOTOTRBO radios can optionally be programmed to alert the user to upcoming maintenance events, helping you proactively maintain your radio fleet in optimal condition. The preventive maintenance alert (part number HKVN4942) notifies users to schedule a regular service check, SMA alert lets the user know when the end of their service agreement is approaching and battery alert warns when the radio's battery is approaching the end of its serviceable life.





Standard cover

Protection against the most common issues.



Optional service offers

Enhanced coverage for additional peace of mind.



Standard and optional services



R2

	ESSENTIAL SERVICE (STANDARD)	ESSENTIAL SOFTWARE (OPTIONAL)	ESSENTIAL SERVICE WITH ACCIDENTAL DAMAGE (OPTIONAL)	ESSENTIAL SERVICE (OPTIONAL)	ESSENTIAL SERVICE WITH ACCIDENTAL DAMAGE (OPTIONAL)
Software updates entitlement	3 years	3 years	3 years	5 years	5 years
Remote technical support	3 years	3 years	3 years	5 years	5 years
Hardware repair (manufacturing defects only)	3 years	2 years	3 years	5 years	5 years
Hardware repair (normal wear & tear)	—	—	3 years	5 years	5 years
Hardware repair (accidental damage)	—	—	3 years	—	5 years



R5

	ESSENTIAL SOFTWARE (STANDARD)	ESSENTIAL SERVICE (OPTIONAL)	ESSENTIAL SERVICE WITH ACCIDENTAL DAMAGE (OPTIONAL)
Software updates entitlement	5 years	5 years	5 years
Remote technical support	5 years	5 years	5 years
Hardware repair (manufacturing defects only)	2 years	5 years	5 years
Hardware repair (normal wear & tear)	—	5 years	5 years
Hardware repair (accidental damage)	—	—	5 years

Standard and optional services



R7



R7Ex

	ESSENTIAL SERVICE (STANDARD)	ESSENTIAL SOFTWARE (OPTIONAL)	ESSENTIAL SERVICE WITH ACCIDENTAL DAMAGE (OPTIONAL)
Software updates entitlement	5 years	5 years	5 years
Remote technical support	5 years	5 years	5 years
Hardware repair (manufacturing defects only)	5 years	2 years	5 years
Hardware repair (normal wear & tear)	5 years	—	5 years
Hardware repair (accidental damage)	—	—	5 years



DEP 250



SL500



SL500e



DGP 8000EX



DEM 300 /
DEM 400



DEM 500



DGM 5000e /
DGM 8000e

	ESSENTIAL SERVICE (STANDARD)	ESSENTIAL SERVICE (OPTIONAL)	ESSENTIAL SERVICE WITH ACCIDENTAL DAMAGE (OPTIONAL)	ESSENTIAL SERVICE WITH ACCIDENTAL DAMAGE (OPTIONAL)
Software updates entitlement	3 years	5 years	3 years	5 years
Remote technical support	3 years	5 years	3 years	5 years
Hardware repair (manufacturing defects only)	3 years	5 years	3 years	5 years
Hardware repair (normal wear & tear)	3 years	5 years	3 years	5 years
Hardware repair (accidental damage)	—	—	3 years	5 years



Standard and optional services



Ion

WARRANTY (STANDARD)	
Software updates entitlement	Critical bug fix until 2029
Remote technical support	2 years
Hardware repair (manufacturing defects only)	2 years

Benefits of software updates

New system releases are regularly issued for MOTOTRBO and include updated software for devices, infrastructure and system programming and management tools.

Protect your radio investment with the latest software and extend the usable lifetime of your MOTOTRBO infrastructure and devices with increased capability, security and reliability.



Benefit from feature and performance enhancements



Improve system availability and stability



Ensure compatibility for integration with other devices and systems



Add new features and functionality



Protect your system with the latest cybersecurity updates





To learn more, visit:
motorolasolutions.com/MOTOTRBO

These models and services are available in Motorola Solutions LACR region only. Service offers are available on purchases from Motorola Solutions from July 2025. Availability varies and 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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