

Delmar After-Warranty Radio Repair Form

Professional and Commercial Radio Specialist since 1987, using brand name parts.

Serial # _____ Date of Purchase (if known) _____

PROBLEM:

- | | |
|--|--|
| <input type="checkbox"/> No Receive | <input type="checkbox"/> Dead |
| <input type="checkbox"/> No Transmit | <input type="checkbox"/> Low Receive Audio |
| <input type="checkbox"/> Intermittent Receive | <input type="checkbox"/> Won't Charge |
| <input type="checkbox"/> Intermittent Transmit | <input type="checkbox"/> Other _____ |

IF NOT SENT FOR REPAIR state reason for sending radio _____

ACCESSORIES INCLUDED IN SHIPMENT:

- | | | |
|--|----------------------------------|--------------------------------------|
| <input type="checkbox"/> Antenna | <input type="checkbox"/> Charger | <input type="checkbox"/> Belt Clip |
| <input type="checkbox"/> Carryholder/Holster | <input type="checkbox"/> Battery | <input type="checkbox"/> Other _____ |

WHO IS RESPONSIBLE FOR THIS RADIO? (please print)

Company _____

Contact Person _____

Shipping Address _____

City/State/Zip _____

Company Phone _____ Best time to call _____

Email _____

If new, where did you find out about our service? _____

- Do you use drop-in chargers? (Y/N) Use audio accessories? (Y/N)

BATTERY OPTIONS: (choose one)

- | | |
|---|--|
| <input type="checkbox"/> Replace enclosed battery if needed | <input type="checkbox"/> Do not replace battery |
| <input type="checkbox"/> Replace missing battery as needed | <input type="checkbox"/> Call before replacing battery |

Your preference: Brand Name or Generic Battery (circle one)

METHOD OF PAYMENT: (refer to chart for flat rates)

Check enclosed Other Pre-Authorized Method _____

COD (Based on current UPS rates. Company check or money order)

Credit Card # _____ Exp. _____ CVV/CID _____

Card's billing address/zip _____

Cardholder's Signature (required) _____

Print name _____

Narrowband reprogramming will be performed during flat rate repair on radios mandated to change.
(Excluding radio repairs for radio dealers.)

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SHIP TO:

**DELMAR COMMUNICATIONS CORP.
RADIO REPAIR CENTER
920 ASHLAND DR — PO BOX 435
CAMERON, MO 64429**

2-Way Radio Repair Fees

Questions? Call us at 800-872-2627

Motorola Portable Repair:

BPR40, CP125, AXV5100, AXU4100, CP110, RDX series, DTR* series	Repair Fee	\$85
CP200, CP150		\$99
CP200d, CP185, CP200-XLS, PR400		\$105
EX500, EX600, HT750, HT1250, HT1550,		\$150
MTX850, MTX950, MTX8250, MTX9250		\$150
Mototrbo XPR6300, XPR6350, XPR6380, XPR6500, XPR6550, XPR6580 *		\$205
XTS1500, XTS2500, XTS5000, PR1500, MT1500 *		\$295

Vertex Radio Repair

\$85 on most models

Estimate provided for those exceeding this amount.

Kenwood models not listed

Repair \$70 + Parts

Fee includes Labor & Return Shipping

Call for repair fees on Ritron, Jobcom, Blackbox Radios, or models not listed.

Motorola Mobile Repair:

CM200, CM300, PM400	\$120
CM200d, CM300d, XPR2500*	\$130
CDM750, CDM1250, CDM1550	\$160
MCS2000	\$189
Mototrbo XPR4350, XPR4550, XPR4380, XPR4580 *	\$205
XTL1500, XTL2500, XTL5000, PM1200, PM1500 *	\$350

—All repairs subject to parts availability—

Kenwood Portable Repair:

TK-2200/3200/2202/3202, TK-2300/3300, TK-2302/3302, TK-2400/3400, TK-2402/3402 ...	\$99
TK-2160/3160, TK-2170/3170/3173, TK-2212/3212/2217/3217, TK-2312/3312, TK-2360/3360, TK-3230	\$109
TK-2180/3180	\$139

Other Equipment Repair: (shipping not reflected)

Minitor VI pagers* (model VI only)	Fee	\$85
Remote Speaker Mic HMN9051		\$40
Remote Speaker Mic PMMN4013, HMN9030		\$45
HLN3333 R.I.C.K., Pyramid SVR-200, Astron Linear Power Supply	T&M	
VRS-EP, VRS750		\$115

* Providing Category I, II, and III repair. Clients with radios needing Category IV (Factory Depot) repair will be contacted with a quote before any charges are incurred.

Reprogramming: (shipping not reflected)

Initial radio of identical model numbered units (1-16 channels)	\$30
Cloning any identical radios in same shipment (available for some models)	\$10
Reprogramming during a paid flat rate radio repair (1-8 channels)	Free
Reprogramming new radio during first year of purchase (1-16 channels)	Free

Flat-Rate Motorola Radio Repair includes:

- Parts, labor and ground UPS shipping to the customer
- 60-day 'no-hassle' warranty on radio repairs
- 5-7 day turnaround on most models (subject to parts availability)

Flat-rate repair fee excludes replacement battery, antenna, belt clip, charger, and certain optional features.

Non-repairable radios: No charge for Delmar technician looking at unit. Customer pays return shipping if they would like the non-repairable unit returned.

Estimate fee: \$35 fee charged when client chooses not to repair or replace fully repairable radio.

Radios found to exceed published flat rate are excluded from this fee.

Terms: Company Check, MasterCard, Visa, Discover, American Express or COD. (UPS COD fees apply.)

Prices effective Jan 1, 2018 — Prices subject to change — request_web.pub

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