

United Radio
 Communications Division
 5703 Enterprise Parkway
 East Syracuse, NY 13057

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A do-it-yourself maintenance strategy doesn't always make sense when you're trying to balance the many demands on your time, budget and people.

Luckily, it doesn't need to be your job. Why not let us help? United Radio provide sthe technical expertise; you get the peace of mind. Our technical experts can assist with a variety of business solutions:

- Maintenance Contracts
- Wireless Coverage
- Project Design



EQUIPMENT WE COVER

Two-Way Radios and Systems

Dispatch Console Solutions

BDA/DAS Systems

Backhaul Solutions

Paging Systems

OUR PARTNERS



United Radio *UCare* Maintenance and Service Plans



5703 Enterprise Pkwy
 East Syracuse, NY 13057
 800.599.2101
 unitedradio.com



Why Should UCARE ?

Our family at United Radio understands the commitment made in purchasing equipment that provides the safety and reliability to ensure everyone returns home.

Radio communication equipment on a daily basis sees dust, water, heat and other tough environments. We want to ensure it performs optimally and never leaves you with an unexpected repair expense or system outage.

These service level agreements not only reduce equipment downtime and costs but provide peace of mind that you are our priority.

Preventative Maintenance Services

Here are just a few of the services performed:

- Physically inspect the equipment and document its conditions
- Clean dust and other particles, inside and out
- Measure, test and restore to factory specifications
- Ensure accurate transmitting and receiving frequencies in accordance with FCC license
- Record battery voltage, condition, and service life
- Check VSWR power of both mobiles and repeaters
- Upgrade equipment with most current firmware, if requested



For more information, visit www.unitedradio.com/communications

First Class Program

United Radio (UR) shall provide the Maintenance Services for Fixed Network Equipment (FNE) 24 Hours a day, 7 days a week, including holidays.

- Upon notification UR shall create a service ticket and assign a technician who will contact the customer by phone to troubleshoot equipment within 2 hours. In the event the problem cannot be resolved over the phone, UR will dispatch a technician to report on-site within 4 hours.
- An annual preventative maintenance check is included to ensure your system is operating at its optimum.
- Any covered equipment/parts that are found to be defective through normal use, will be pulled and repaired, then re-installed and tested. Repair times may vary. This does not cover acts of god including but not limited to: physical abuse, electrical surge, or end of life.
- FNE batteries and other maintenance items may be covered and replaced as needed to ensure proper operation. (ex: Bluetooth Location Beacons for TRBOnet systems as well as UPS's (Uninterruptible Power Supplies))
- Down time is never good, we have an assortment of repeaters and subscriber units that are available to be loaned out at no charge. in the event your original needs to be factory serviced. This is based on availability.

<i>Ucare Maintenance Service Packages</i>	BUSINESS	FIRST CLASS
Customer Support Hours On-Site	8am - 5pm Mon - Fri*	24 X 7 X 365
Response Time	24-Hours	4-Hours
Annual Preventative Maintenance Check	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Phone Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Labor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
FNE Parts**	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
100% FNE Maintenance Items (includes batteries)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Loaner Program (Based on Availability)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Subscribers (Repaired at UR)	Optional	Optional

*- Excludes Holidays

UCARE Contacts

Want More Information?

We would be happy to discuss, or mail back this form and we will contact you!

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Contact Information:

Company : _____

Address: _____

Name : _____

Phone: () _____

Email : _____

Date: ____ / ____ / ____