

Postage
Paid

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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? We provide the 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



MAINTENANCE AND SERVICE PLANS

UCARE



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



Why Do 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

JUST A FEW OF THE SERVICES PERFORMED

- PHYSICALLY INSPECT THE EQUIPMENT, AND DOCUMENT ITS CONDITION
- 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

<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

Business

United Radio (UR) shall provide the Maintenance Services for FNE Monday-Friday, 8am-5pm, excluding holidays. Maintenance support comprises of the following operations:

- Upon notification UR shall create a service ticket and assign a technician who will contact the customer by phone to troubleshoot equipment within 4 hours. In the event the problem cannot be resolved over the phone, UR will dispatch a technician to report on-site within 1 business day.
- 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.
- Optional coverage can be included for subscriber units.

First Class

United Radio (UR) shall provide the Maintenance Services for 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 in the event your original needs to be factory serviced at no charge. This is based on availability.



UCARE

Want More Information?
We would be happy to discuss

Bill Musengo (Area Representative)

315.445.3281

bmusengo@unitedradio.com



Contact Information:

Company : _____

Address : _____

: _____

Name : _____

Phone: () _____

Email : _____

Date: ____ / ____ / ____