

Thank you for selecting BearCom for your two-way radio Preventive Maintenance Plan.

This form must be included with each shipment of radios or repeaters. (Make additional copies as needed for future shipments.)

Organization: _____

Shipping Address: _____

City: _____ State: _____ Zip: _____

Contact Name: _____

E-mail: _____

Phone: _____ Fax: _____

Pre-Approved P.O. # (for net accounts): _____

If Repairs Are Needed: When equipment does not successfully pass testing, we conduct a troubleshooting diagnostic and will contact you with an estimate for the repairs needed. We will require your approval before proceeding with repairs.

Shipment Date _____

Quantity of Portable Radios in this Shipment: _____

Quantity of Mobile Radios in this Shipment: _____

Quantity of Repeaters in this Shipment: _____

Accessories: Yes No Qty.

Batteries _____

Antennas _____

Belt Clips _____

Other (describe) _____

Additional Information: Please include notes that would be helpful to our service techs. Refer comments to specific model #s and serial #s. (Use additional paper if needed.)

Annual PM Semi-Annual PM: First Service ____ Second Service ____

Ship To:
BearCom
Attn: National Service Depot
4009 Distribution Drive, Bldg. #200
Garland, TX 75041

Customer Service: 800.458.9887
Sales: 800.527.1670
E-mail: Service.Repair@BearCom.com

Service Level Agreements

(Each SLA includes a Preventive Maintenance Plan)

If you're looking for a more comprehensive service program, consider protecting your fleet with one of BearCom's Service Level Agreements (SLAs). Each SLA includes an annual preventive maintenance plan, plus more.

We will customize a service agreement based on your specific needs. The three levels of support are:

- **Gold**
Monday through Sunday, 24-hour support with weekly scheduled half-day on-site technician providing real-time repair on minor accessory repairs, on-demand and on-site troubleshooting and repair of infrastructure-related communications equipment, and an annual preventive maintenance schedule. Board-level failures will be picked up and delivered to the BearCom location closest to you.
- **Silver**
Monday through Sunday support with weekly scheduled pickup and delivery of mobile and portable radio products, on-site troubleshooting and repair of infrastructure-related communications equipment, and an annual preventive maintenance schedule.
- **Bronze**
Monday through Friday support with on-demand pickup of mobile and portable radio products, on-site troubleshooting and repair of infrastructure-related communications equipment, and an annual preventive maintenance schedule.

Our simple, cost-effective SLA plans could save you thousands of dollars on future repairs or service. Please contact BearCom for additional information about the right Service Level Agreement for your operations.

"The BearCom staff was a joy to work with. They're all talented, dedicated, creative, and hard-working professionals. I consider myself fortunate to end up in the hands of those guys and can't imagine any better blend of talent and personalities."

David Chagon
Chief Technical Officer
Veterans Affairs Health Care Network Region 16

Call us today at one of our 26 branches for immediate sales, rentals, and service:

- | | | |
|---------------------------------------|--|--|
| ATLANTA, GA
800.417.6272 | DETROIT, MI
877.475.2327 | PORTLAND, OR
888.371.2327 |
| AUSTIN, TX
877.213.4797 | FT. LAUDERDALE, FL
800.731.2327 | RIVERSIDE, CA
800.314.2327 |
| BOSTON, MA
877.301.2327 | HOUSTON, TX
800.856.2022 | SACRAMENTO, CA
866.612.2330 |
| CHANTILLY, VA
800.955.0003 | LAS VEGAS, NV
800.535.2489 | SAN DIEGO, CA
877.706.2327 |
| CHICAGO, IL
800.900.2327 | LOS ANGELES, CA
800.546.2327 | SAN FRANCISCO, CA
800.953.2327 |
| COLUMBUS, OH
800.782.5458 | NASHVILLE, TN
877.454.2327 | SEATTLE, WA
800.313.2327 |
| COSTA MESA, CA
800.513.2660 | NEW YORK, NY & NJ
888.841.3600 | ST. PAUL, MN
877.650.2327 |
| DALLAS, TX
800.449.6171 | ORLANDO, FL
877.640.2327 | WASHINGTON, DC
877.895.2327 |
| DENVER, CO
877.312.2327 | PHILADELPHIA, PA
877.319.2327 | |

For two-way radio service outside the above areas, call **800.449.5695**.



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BearCom Headquarters
P.O. Box 559001
Dallas, TX 75355



Preventive Maintenance Plans



Keep Your Two-Way Radios in Top Operating Condition: Boost Service Life, Save Money



The Preventive Maintenance Plan

Tune every unit to keep your radio fleet in top condition with a worry-free Preventive Maintenance (PM) Plan from BearCom. To ensure your equipment is always operating at peak performance, our highly experienced diagnostic technicians inspect, adjust, and maintain each unit enrolled in the plan. And we offer your choice of either annual or semi-annual service frequency.

The Service

- Physically inspect the equipment
- Remove dust and/or foreign substances, both externally and internally
- Measure, record, test, tune, align, and restore to factory specifications and within FCC regulations
- Ensure correct receiving and transmitting frequencies
- Measure receiving sensitivity and equipment deviation
- Test transmitting power
- Evaluate battery condition and service life
- Check reflected power in the antenna lines of mobile radios and repeaters
- Ensure functionality in all audio output levels
- Recalibrate equipment to original parameters based on customer programming
- Upgrade with the most current firmware

If the equipment does not successfully pass testing, we will conduct a thorough troubleshooting diagnostic and prepare a repair estimate for the customer to approve before proceeding with any additional repairs.

2014 Preventive Maintenance Pricing*		
	ANNUAL OPTION (One check-up per year)	SEMI-ANNUAL OPTION (Two check-ups per year)
Portable Radios	\$29	\$52
Mobile Radios	\$39	\$72
Repeaters	\$59	\$106

*For individual radios and repeaters, based on an annual agreement

Ask your local BearCom representative about a 10% discount when you purchase a PM Plan covering 50 or more two-way radios.



"The people at BearCom don't just provide radios—they provide top customer service and professional, personalized consulting."

Dr. Rick Kempe
Administrator, Birdville ISD

The Promise

BearCom understands the value of preventive maintenance. We perform it on our own fleet of rental radios from Motorola Solutions, which numbers some 20,000 units. This extensive hands-on experience has earned us the expertise required to perform high-value preventive maintenance on your equipment.

Our team serves organizations in just about every industry and sector, so we understand your needs and environment. In addition, we are highly skilled with both analog and digital platforms.

The Execution

With a Preventive Maintenance Plan from BearCom, there are multiple ways to handle your scheduled maintenance. You can either deliver or ship your equipment to one of BearCom's 26 branch office locations (return shipping fees apply). Or, you can choose to have one of BearCom's technicians come to your location (trip fees apply). All we ask is that you:

- Have the correct equipment available for our technicians
- Provide a programming template (if needed) to restore equipment to proper operating parameters

The Fine Print

BearCom Preventive Maintenance Plans are based on a one-year term. Your choice of annual or semi-annual service will be scheduled at your convenience. For field-tested units, a round trip charge will be applied for each customer site visit. A minimum of four units per hour must be made available to test for each hour a technician is on site. For quantities less than four per hour, the customer will be charged time and materials rates for the duration of the visit.

It's a Fact: Your System is only as Good as your Poorest-Performing Radio!



The Value of a Preventive Maintenance Plan

- Keep equipment in top condition
- Extend service life and save money
- Ensure your fleet is operating within manufacturer specs and compliant with FCC regulations
- Remove uncertainty and guesswork from your budget

About BearCom: BearCom is America's only nationwide wireless equipment dealer and integrator, and we are a leader in providing and installing wireless communications equipment and solutions. Founded in 1981, BearCom serves customers from 26 branch offices located throughout the U.S. and employs approximately 400 people. Thousands of commercial and government enterprises depend on BearCom to keep them connected—everywhere, all the time.

BearCom is the largest dealer of Motorola two-way radios in the world, and we have twice received Motorola's Pinnacle of Customer Excellence Award. In addition, BearCom has recently earned Motorola's prestigious Service Elite Specialist status.



BearCom Preventive Maintenance Plans cover two-way radio wireless equipment from Motorola Solutions, Vertex Standard, Icom America, Kenwood, BearCom, and other major manufacturers.