

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	<input type="checkbox"/>	<input type="checkbox"/>	_____
Antennas	<input type="checkbox"/>	<input type="checkbox"/>	_____
Belt Clips	<input type="checkbox"/>	<input type="checkbox"/>	_____
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: Repair@BearCom.com

Service Level Agreements

For some enterprises, using Preventive Maintenance plans is sufficient to keep two-way radio fleets performing well. However, PM plans alone may not be enough. In those operations, keeping systems and networks in top condition makes Service Level Agreements (SLAs) an excellent investment.

The Value of SLAs

An easy repair or quick service call could become costly without the proper service agreement in-place. BearCom offers simple, cost-effective plans that could save thousands of dollars in future repairs or service. Plus, SLAs help ensure that communications are there when needed most. As an added benefit, Service Level Agreements from BearCom come with PM plans included.

Three Levels of Support

We offer three Service Level Agreements and can also customize a plan based on your specific needs.

- 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 onsite 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.



Certified Service Center (CSC)

BearCom currently operates multiple Certified Service Centers (CSC) across the country. The CSC program is designed to help customers find quality service centers, to help electronics and appliance manufacturers select service centers for in-warranty repairs, and to provide a standard for professional service firms that desire to offer outstanding customer service.



Motorola Service Elite Specialist

BearCom has earned the prestigious Service Elite Specialist status from Motorola Solutions. This coveted designation recognizes BearCom's high levels of technical expertise, customer service, and deployment management.

How We Are Different

BearCom's Professional Service Group manages the largest independent wireless equipment service/repair depot in America. Our team provides radio repair, field service, engineering, project management, systems integration, and customer service. We offer CSC service locations (USMSS), service level agreements, and first through third-level support with dispatch.

Call us today at any of our branch offices for assistance with any of your two-way radio needs:

ATLANTA, GA 800.417.6272	FT. LAUDERDALE, FL 800.731.2327	REDONDO BEACH, CA 800.750.7234
BIRMINGHAM, AL 800.242.8540	HOUSTON, TX 800.856.2022	ROUND ROCK, TX 877.213.4797
BOSTON, MA 877.301.2327	LAS VEGAS, NV 800.535.2489	SACRAMENTO, CA 866.612.2330
CHANTILLY, VA 800.955.0003	LOS ANGELES, CA 800.546.2327	SAN ANTONIO, TX 877.367.1979
CHICAGO, IL 800.900.2327	NASHVILLE, TN 877.454.2327	SAN DIEGO, CA 877.706.2327
CLEVELAND, OH 800.524.6686	NEW ORLEANS, LA 844.800.2327	SAN FRANCISCO, CA 800.953.2327
COLORADO SPRINGS, CO 844.267.2327	NEW YORK, NY & NJ 888.841.3600	SEATTLE, WA 800.313.2327
COLUMBUS, OH 800.782.5458	ONTARIO, CA 909.390.0460	ST. PAUL, MN 877.650.2327
COSTA MESA, CA 800.513.2660	ORLANDO, FL 877.640.2327	WASHINGTON, DC 877.895.2327
DALLAS, TX 800.449.6171	PHILADELPHIA, PA 877.319.2327	WHEELING, WV 800.999.3723
DENVER, CO 877.312.2327	PITTSBURGH, PA 800.999.3723	
DETROIT, MI 877.475.2327	PORTLAND, OR 888.371.2327	

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



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Radio Solutions Channel Partner

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Preventive Maintenance Plans



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



Preventive Maintenance Plans

Keep your portable radios, mobile radios, and repeaters in top condition, FCC compliant, and within manufacturer specs. Choose either annual or semi-annual maintenance to keep your fleet operating at peak performance.

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.

BearCom Extended Warranty

In addition to preventive maintenance plans and service agreements, BearCom offers extended warranties—yet another way to help reduce the high cost of future repairs or service. For a reasonable one-time fee, you can extend the warranties for your products up to five years to ensure they are protected from unnecessary spikes in cost due to the need for repair or service!

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

*pricing subject to change
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 25,000 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 over 35 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 over 35 branch offices located throughout the U.S. 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 received Motorola’s Pinnacle of Customer Excellence Award multiple times. In addition, BearCom has 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, BearCom, and other major manufacturers.