



5900 Parretta Drive • KANSAS CITY, MISSOURI • 64120
TELEPHONE: (816) 241-8500 • FAX: (816) 241-5713
EMAIL: mail@midlandradio.com
WEBSITE: www.midlandradio.com

Land Mobile Radio Service Program

CONTACT INFORMATION

lmrservice@midlandradio.com

REPAIR SERVICE INFORMATION: 1-800-821-7848, Ext 222

- For questions about in or out of warranty repair
- For questions about returning product to Midland

WARRANTY CLAIM INFORMATION: 1-800-821-7848, Ext 187

- For questions about warranty claims
- To request Warranty Claim Report forms

TECHNICAL SUPPORT: 1-800-821-7848, Ext 268

- To answer your technical questions

I. Warranty Coverage and Exclusions

Midland Radio Corporation (hereafter Midland) provides warranty coverage for its Land Mobile Radios products as provided in a separate Land Mobile Radio warranty statement. The warranty period begins on the date of purchase from an Authorized Midland Sales and Service Center and is offered to the original end user and is not assignable or transferable. Midland is not responsible for any non-Midland ancillary equipment which is attached to or used in conjunction with Midland products.

During the warranty period, if the product fails to function under normal use because of manufacturing defect or workmanship, it should be returned to the Authorized Midland Sales and Service Center from which it was purchased. The Sales and Service Center will repair the product or return the product for repair to Midland. The original end user is responsible for: the payment of any charges, or expenses incurred for the removal of the defective product from the vehicle or other site of its use; the transportation of the product to the Sales and Service Center; the return of the repaired / replacement product to the site of its use and the reinstallation of the product.

Midland's sole obligation hereunder shall be to replace or repair the product covered in this Warranty. Replacement at Midland's option may include a similar or higher-featured product. Repair may include the replacement of parts or boards with functionally equivalent reconditioned or new parts or boards. Replaced parts, accessories, batteries or boards are warranted for the balance of the original time period. All replaced parts, accessories, batteries or boards become the property of Midland.

The Warranty Program is designed to support only those radio units SOLD by Authorized Midland Sales and Service Centers to end users. Any product subjected to neglect, misuse, unauthorized modification, accidental damage, improper installation, defacing or removal of the serial number or having defects caused by service performed by anyone other than a Midland Authorized Sales and Service Center will not be covered by this warranty. Therefore, it is the responsibility of each Authorized Sales and Service Center to use reasonable judgment as to whether or not the warranty terms as stated have been violated. Radio units owned directly by a Service Center and used for communication, rental, etc, must be returned to Midland for warranty repair or exchange and only if the warranty for that item is still in force. The Midland Warranty Service Department has final authority in deciding the validity of claims. Midland reserves the right to change or modify this Warranty Service Program at any time without prior written notice.

This warranty is void for sales and deliveries outside of the U.S.A

If a radio fails during the warranty period, the Midland Authorized Sales and Service Center, has the option to: **A)** return product to Midland for repair or exchange, at Midland's option. Or; **B)** repair radio and be reimbursed under the Warranty Claim Program, described below.

II. Returning Product to Midland for Repair

Returning Product for Warranty Service – Send product, reason for return and a copy of customer's proof of purchase (see information below for details). Note: if proof of purchase is not included, the product will be considered out of warranty and the flat rate charge will apply (see below). Only complete assemblies accepted, unless approved by Midland in advance.



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Important Information - If a radio returned to Midland is deemed to be not qualified for in-warranty repair, the Midland Authorized Sales and Service Center will be contacted with the reason for the exclusion and quoted a flat rate for the cost of the repair. The Midland Authorized Sales and Service Center has 10 business days from the date contacted to either authorize or decline the repair of the product. If no response is received after 10 days, the unit(s) will be returned unrepared. A \$25.00 fee will be assessed for each unit that the Midland Authorized Sales and Service Center declines to have repaired or fails to respond within 10 business days.

Returning Product for Out of Warranty Service - Out of warranty radios will be repaired and invoiced at a flat rate (see chart below), which includes return shipping costs and all parts and labor necessary to return the radio to the original operating condition. The rate also includes a 90-day warranty. Midland reserves the right to determine whether the product is un-repairable.

- Analog Mobiles: \$130.00 flat rate
- Analog Portables and Data Radios: \$90.00 flat rate
- P25 Portables: \$225.00 flat rate
- P25 Mobiles: \$225.00 flat rate
- BaseTech II analog components: \$225.00 flat rate
- BaseTech III P25 components: \$250.00 flat rate
- BaseTech PA's: Estimates will be provided @ \$75.00 per hour (one hour minimum) plus parts. Non-approved estimates will be charged a \$75.00 bench fee
- Accessories (out of warranty): Not eligible for repair or exchange

Alignment – All radios in or out of warranty that require only alignment and or programming will be invoiced at a flat rate of \$75.00 per radio, which includes return shipping costs.

Address for Returning product for Repair:

Midland Radio Corporation
Attn: Service Department
5900 Parretta Drive
Kansas City, MO 64120

Please enclose the following information:

- Dealer/Service Center name and account number
- Reason for return/description of problem
- End user proof of purchase (if in warranty)
- Return Address
- Phone #
- P.O. # (if required)

Shipments are to be sent via freight prepaid. Midland will return the product freight prepaid via best way. Requests for Repair Authorization Number are not required.

Radios returned to Midland for repair will be tracked by name, model, and serial number. Any questions and/or inquiries that you might have concerning your repair, please contact Midland at 1-816-241-8500 ext. 222.

III. Returning for Credit

Merchandise returned for credit must receive prior approval from Midland and is subject to a 15% restocking fee. With approval from Midland, a Return Merchandise Authorization (RMA) number will be issued. The RMA number is valid for one shipment only. The returned product should match the specified models and quantity stated on the authorized RMA. Midland reserves the right to verify cause of return and to adjust or re-bill should any discrepancies occur. Returns exceeding the quantities stated on the RMA will have the overage returned to the customer freight collect. Shipments are to be sent via freight prepaid.

Products must be received by Midland within 30 days from the issuance date of RMA number. Merchandise being returned for credit can be sent directly to:

Midland Radio Corporation
RMA # _____
5900 Parretta Drive
Kansas City, MO 64120



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Please ensure that the RMA number is marked legibly and clearly on the outside of the package.

IV. Warranty Claim Program

The Warranty Claim Program is limited to specific models and was designed to support Midland Dealers for fast LMR repair turnaround time for its end users. Please be familiar with the following procedures and policies to insure prompt warranty claim reimbursement.

Warranty Claim Program Exclusions:

- PL-2000 Series Radios.
- 70-440BP radios.
- All SynTech III, BaseTech III and other P25 products.
- ALL Dealer stock and products not sold to an end user.

****Radios that fall under these exclusions must be returned to Midland for warranty repair or exchange at Midland option.*

For each repair you must:

- 1. Fill out a Midland Warranty Service Claim Form.** The form must be completed in its entirety or it will not be processed. If you do not have a claim form or need additional forms, contact the Warranty Claim Department at 1-800-821-7848, Ext.187 or you can download the form through the "Dealer Site" section of our website at www.midlandradio.com.
- 2. Attach a copy of the original end user proof of purchase to the warranty claim form and mail to:**

**Midland Radio Corporation
Attn: Warranty Claim Dept.
5900 Parretta Drive
Kansas City, MO 64120**

Warranty Claim Approval - Midland will review each warranty claim submitted for approval. Labor and parts reimbursement will apply only to claims that occur from material and workmanship defects.

Warranty Claim Program Exclusions

- Claims submitted during the first six (6) months following introduction. The new product must be returned to Midland for repair or exchange. Contact Midland in advance to confirm product introduction date.
- New out-of-box failure (contact Midland for further details).
- Repair of any accessories.
- Programming, alignments, and adjustments.
- Claims submitted beyond thirty (30) days after work is performed.
- Cost associated with removal of radio from vehicle or other installation.
- Delivery from or to customer.
- No proof of purchase.
- Out of warranty period.
- Not a workmanship defect.
- More than one claim filed on same unit.
- Claim form not completed.
- More than one unit listed per claim form.
- Normal wear and tear.

Labor and Parts Reimbursement - After warranty claim is approved, Midland will issue credit to the Authorized Midland Sales & Service Center for \$50.00 labor plus the cost of defective part(s). If the cost of any part exceeds \$5.00, the defective part must be returned with the warranty service claim report. In the case of a part costing more than \$25.00, Midland reserves the right to replace or issue credit for that part. Midland reserves the right to reimburse each claim on a case by case basis and may be credit at a lesser amount, if, solely in Midland's judgment, the true value of the repair is less than \$50.00.

Number of Warranty Labor Claims - Midland will pay one (1) warranty claim per radio. Any additional warranty service must be performed by Midland.