



Radio Repair Request

Phone: (910) 483-8484 ext. 3508 | Email: repairdepot@callmc.com

CUSTOMER INFORMATION

Name: \_\_\_\_\_ Company: \_\_\_\_\_
Phone: \_\_\_\_\_ Email: \_\_\_\_\_
PO#: \_\_\_\_\_
Return Repair To: \_\_\_\_\_ Bill To: \_\_\_\_\_
ATTN: \_\_\_\_\_ ATTN: \_\_\_\_\_
Address: \_\_\_\_\_ Address: \_\_\_\_\_

EQUIPMENT INFORMATION AND SYMPTOMS

Make/Model: \_\_\_\_\_
Serial: \_\_\_\_\_ Warranty? Yes / No

Accessories Sent with Radio :

Antenna, Belt Clip, Microphone, Earpiece, Other, Battery, Charger, Headset, Radio Only

Radio Symptoms:

No/Low Power, No Receive, Constant Tone, Dead, Physical Damage, No/Low Audio, No Transmit, Dropped, Broken Knob(s), Liquid Damage

Details: \_\_\_\_\_

FLAT-RATE PRICING & AUTHORIZATION

Each Flat Rate Radio Repair Includes:

All return shipping and handling costs, repairing equipment to component level, testing and aligning to factory specifications, restoring original customer programming or with template provided, cleaning of external housing, and FCC compliance checks.

Flat-Rate Pricing does NOT include any physical, liquid, or chemical damage repairs to the radio or accessories, including but not limited to: battery, antenna, or belt clip replacement. Separate approval will be requested for any radio requiring Manufacturer repair. Please see Attachment A for flat rate pricing details.

Radio Repair Authorization Details: To expedite your radio repair, please sign below. This lets us know that we are authorized to repair your equipment. If the radio repair is declined, you may be subject to pay an estimate fee of \$31.25.

Radio repairs include a 90-day Repair Warranty.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(Signature Required to Begin MCA Flat Rate Radio Repair)

Print this Page and Return with Radio

## Repair Depot Instructions

Phone: (910) 483-8484

### FOR REPAIRS & MAINTENANCE

Please use the form on the previous page to provide information on your two-way radio(s) in need of service.

Please complete one form for each radio in need of repair. When you have completed each form, we recommend folding and wrapping each form around the associated radio and accessories, securing with a rubber band or tape. This will make processing your repair much easier and quicker, shortening turn-around time. Accessories such as batteries, antennas, or microphones should ONLY be included if related to the radio's symptoms.

Please feel free to make as many copies of this form as needed.

Use a shipping label to package and ship all of your repairs together. We are not responsible for any damage that occurs during shipping. So, be sure to protect your radio by using proper packing materials to prevent damage during shipment.

### PLEASE SEND REPAIRS TO:

Mobile Communications America  
ATTN: Radio Repair Depot  
4424 Bragg Blvd., Suite 101  
Fayetteville, NC 28303

For questions on your repair, please call (910) 483-8484 ext. 3508 or email us at [repairdepot@callmc.com](mailto:repairdepot@callmc.com).



## Did You Know?

### MOBILE COMMUNICATIONS AMERICA OFFERS SERVICE AGREEMENTS!

Each service agreement is designed with you in mind. Have a specific request? We tailor agreements to put your repair and maintenance needs first! See below for some of our favorite benefits.

- All Parts and Labor Included - Ability to Budget a Fixed Cost for Annual Repairs
- Service Agreement Customers Receive Priority Service - Reduced Turnaround Time
- Maintain Product to Manufacturer's Specifications for Optimal Performance
- Protects Your Investment by Extending the Life of Your Equipment and Operating at Peak Condition
- Certified Factory-Trained Electronic Technicians - Insures Product Knowledge, Quality, and Performance
- Original Equipment Manufacturer (OEM) Replacement Parts - Maintains Manufacturer's Specifications
- Cost Effective - Preserve your Investment for Pennies per Day
- 24/7 Coverage Available
- Custom Tailored Agreements Configured to Customer Requirements/Needs Available

[For more information on MCA Service Agreements](#)

Contact Megan Blue at (910) 483-8484 ext. 3502 or [meganblue@callmc.com](mailto:meganblue@callmc.com)



# Attachment A

Phone: (910) 483-8484 ext. 3508 | Email: repairdepot@callmc.com

## MCA FLAT RATE RADIO REPAIRS

TIER	SUBSCRIBERS	MCA FLAT RATE (INCLUDES SHIPPING)	MOTOROLA DEPOT (INCLUDES SHIPPING)
Flat Rate Tier 1 BT-FR-T1	BPR40 (MAG ONES), ICOM, VERTEX (230, 231, 260, 261, 350), XTN SERIES, CP100, CP110, MINITOR IV/V/VI	\$108.00	\$150.00
Flat Rate Tier 2 BT-FR-T2	CP185, CP200, CP200D, PR400, CM200, CM300, SL300, DTR (410, 550, 610, 650, 700, 720), EVX SERIES, VX-450	\$160.00	\$230.00
Flat Rate Tier 3 BT-FR-T3	CM200D, CM300D, XPR (3000, 4000, 5000, 6000 series), VX-820, VX-920	\$245.00	\$330.00
Flat Rate Tier 4 BT-FR-T4	HT750, HT1250, CDM750, CDM1250, EX500/600, SL7550, CONTROL HEADS	\$270.00	\$360.00
Flat Rate Tier 5 BT-FR-T5	APX1000, APX1500, APX2500, APX3000, APX4000, APX4500, PR1500	\$395.00	\$490.00
Flat Rate Tier 6 BT-FR-T6	CDR500 CDR700, PM1500, XPR8380, XPR8400, XTS1500, XTS2000, XTS2500, XTS4000, XTS5000	\$440.00	\$530.00
Flat Rate Tier 7 BT-FR-T7	APX6000, APX6000XE, APX6500, APX7000, APX7000XE, APX7500, APX8000	\$480.00	\$580.00
Flat Rate Tier 8 BT-FR-T8	APX8500, MW810 CPU	\$555.00	\$615.00
Flat Rate Tier 9 BT-FR-T9	XTL1500, XTL2500, XTL5000	\$900.00	\$970.00

Rates Effective September 1st, 2019

**THANK YOU FOR CHOOSING MOBILE COMMUNICATIONS AMERICA!**