



Policy 19-16

September 12, 2019

Cancels:
ECC Policy #17-16

Repair/Service Procedure for Agency Owned Radios Funded by ECC

I. PURPOSE

This document sets forth the procedure for public safety agencies to obtain repairs and service provided by the St. Louis County Emergency Communications Commission (ECC) funded warranty and maintenance contract with Motorola.

II. GENERAL

Motorola provides a standard 1 year warranty on all portable and mobile radios. The ECC funded an additional five (5) year warranty coverage for a total of six (6) years for all mobiles and portables radios provided to public safety agencies. The extended ECC warranty will end July 1, 2021. Chargers, battery and accessories are only covered the first year.

It will be the responsibility of each agency to provide for repair and maintenance services for their ECC funded radios after the ECC maintenance and warranty contract expires.

III. PROCEDURE

A. Motorola Authorized Service Center

Wireless USA is the local Motorola Authorized Service Center with locations at 148 Weldon Pkwy.; Maryland Heights, MO 63043 and 1536 Londell Industrial Court; Arnold, MO 63010. They are open from 8 A.M. to 5 p.m. Monday thru Friday. The main phone number for service is 888-615-3155.

B. Repair and Service Process

All vehicle mounted radio repairs start with a phone call to Wireless USA. Wireless USA will set an appointment time and date to bring your defective mobile radio to their facility. Portable radio can be drop off at the service center anytime.

1. Mobile Radios

Mobile radio repairs will be made in the vehicle if possible (such as a bad mic or speaker) in order to limit the need to send the radio to the depot.

- a. Radios installed in a sedan/SUV vehicle will require the vehicle to be delivered to Wireless USA between 8 A.M. to 12 P.M. and 1 P.M. to 5 P.M., Monday to Friday. Any agency that calls and request service after normal business hours or request onsite service will be responsible for all additional charges.

When necessary the radio will be removed and sent to Motorola depot for repair. A spare mobile radio will be installed and programmed to the agency's current codeplug. Once the repaired radio is returned from Motorola depot to Wireless USA, a representative from Wireless USA will contact the agency to have the vehicle brought back to Wireless USA in order to remove the spare radio and install the repaired radio.

- b. Radios installed in a large truck (Pumper, Aerial, etc.), Wireless USA will send one of their representatives to the agency's location to inspect the radio. If determined the radio is the source of the reported failure, Wireless USA will remove the radio and send it to Motorola depot for repair. A spare mobile radio will be installed and programmed to the agency's current codeplug.

Once the repaired radio is returned from Motorola depot to Wireless USA, a Wireless USA representative will contact the agency to coordinate an on-site visit to the agency's location in order to remove the spare radio and install the repaired radio.

2. Portable Radios

The agency will be requested to drop-off the portable radio at Wireless USA locations. Wireless USA will send the radio to Motorola depot for repair. Once the repaired radio is returned from Motorola to Wireless USA, a Wireless USA representative will call the agency to inform them the radio is available for pick up.

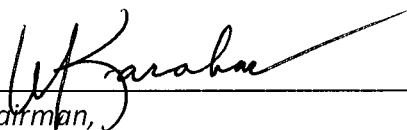
IV. MEMORANDUM of UNDERSTANDING

This policy is covered under the MOU signed previously by each public safety user and outside agency user on the SLATER system.

Approved by the Emergency Communications Commission on _____



Director,
Emergency Communications Network



Chairman,
Emergency Communications Commission