



Effective March, 2014

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*Forever Young* is the modern way to keep your 2-way radio equipment up to date and at top operating efficiency while keeping operating costs LOW. Qualifying equipment is eligible for DOUBLING the manufacturers 1 year warranty, discounts on batteries, instant replacement of a product needing service, and fixed rate service that doesn't just fix the problem, but upgrades your radio to latest standards and cosmetic condition at VERY reasonable cost!

## **Benefits of the Forever Young Fixed Cost Repair Program**

### **Radio Repair and Testing**

We repair all incoming radios, then test them the same as we do brand-new units. The experienced staff of factory-trained service technicians, utilizing the latest electronic test equipment, performs all repairs and tests.

### **Technology Updates**

We add important model improvements and updates to your radio when we repair it. This technology update assures you that your radio has all the latest improvements, for maximum radio operating life and performance.

### **New Repair Parts**

When we diagnose a radio sent in for repair as having defective or marginal board-level component(s), we do not replace these components with used or refurbished part(s); we use new replacement part(s). However, the board assembly may be refurbished.

### **Case Cleaning and Re-labeling**

We clean all radios externally before we return them. Where necessary, we apply new labels to help keep your radio looking and operating as it did when it was new.

### **Extensive Quality Control Procedure**

All repaired products are subject to a stringent Quality Control procedure before shipment-the same procedure as is performed on all our new products. Each radio meets uncompromising quality control specifications before we return it to you.

### **Three-month Limited Repair Warranty**

When your radio leaves our Birmingham facility, you can feel secure in knowing the repair is under warranty for three months.

### **Mostly Made and Repaired in the USA**

As well as the confidence you can feel in Top Choice products, you can also have confidence in our customer support and repair systems.

Our centrally located repair center in Birmingham, Alabama houses both manufacturing and repair facilities: engineering, testing and service departments, any requirement for manufacture or repair of your radio. This expert resource, supported by in-house parts and materials, provides fast turnaround for our customers.

**Send radios to be repaired to the Customer Service Department at:**  
**Falcon Wireless Direct**  
36 - 20th Avenue NW - Birmingham, AL 35215  
Ph: 205.854.2611 • Fax: 205.853.6178  
Email: [ServicingU@falcondirect.com](mailto:ServicingU@falcondirect.com) • Web site: [www.falcondirect.com](http://www.falcondirect.com)

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**Thank you for choosing Falcon Wireless!**

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## SCHEDULE OF CHARGES

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### Fixed-Cost Repair

The products listed below will be repaired for a fixed cost, shown in the Repair Rates table. The product returned to Falcon must be repairable; Falcon reserves the right to refuse to repair returned product for any reason or for no reason.

### What is Covered at Fixed-Cost

1. Repair or replacement - at Falcon's option - of the printed circuit board and associated components, parts and sub- assemblies.
2. A new or refurbished housing, if needed, at Falcon's option.
3. UPS Commercial Ground Freight and handling return charges, if any. UPS rural, residential, 1, 2, or 3-day Air Shipment is available at extra cost.

### What Is Not Covered

Radio fixed-cost repairs do not cover cost of return to Falcon, UPS C.O.D. , rural, residential, or UPS 1, 2, or 3-day Air Shipping charges, nor accessories such as holsters, belt clips, antennas, chargers, microphones, speaker microphones, headsets and earphones. See current price lists for replacement cost on non-radio items.

### Other Products not supported by Forever Young Service

Repeaters and Telemetry systems - including all RTU and RM modules, telephone interconnects and other interface boards - will be repaired at the rate of \$80 per hour (1/2 hour minimum), plus parts, shipping and handling.

### Expedite Options

We provide the following options to accommodate emergencies in which items must be repaired, then shipped from Falcon, within 48 hours of receipt.

**NOTE:** The expedite fees shown below are in addition to normal repair charges and shipping method requested.

- \$10 each: Portable, Mobile, DT, or DR Module
- \$35 each: Repeater with or without interface boards

### Estimates

For \$25, Falcon will provide a repair estimate for the models listed in the "Other Falcon Products" section. Please provide a brief description of the problem, the model and serial number of the radio, your telephone and fax number, e-mail address, and the name of the person to contact about the estimate.

### Terms.

All repairs are to be by credit card or agency or company check prior to return.

### **Fixed Cost Repair Rates (includes UPS Commercial Ground only return shipping)**

Model	w/o Battery Replacement	With Battery Replacement
AlarmAlert, and SiteAlert products (excluding sensors)	\$119	N/A
HYT TC-320 UHF and MK-II dual band portable radios	\$69	\$89
CSI Model CS100 and TecNet TP5000 Series Portable Radios	\$69	\$89
JBS/PBS and Z-Call fixed stations and TP8000 Series Portables	\$135	\$149 (TP8000)
Ritron PT-150M, PT-150, and PT-450 Series Radios	\$119	\$149
Portable Radios, analog - HYT excluding TC320, ICOM, & TP8000	\$135	\$159
Portable Radios, digital - CSC, Hytera,	\$165	\$195
Mobile Radios, Analog - HYT, Hytera, ICOM, TecNet	\$179	N/A
Mobile Radios, Digital - HYT, Hytera, ICOM, TecNet	\$199	N/A
LM (all) Loudmouth Receivers	\$129	N/A
R-SERIES DoorCom System	\$149	N/A
R-SERIES DoorCom Transceiver Only	\$135	N/A
R-SERIES DoorCom Remote Head Only	\$50	N/A
RQA/RQT (all) Quick Talk/Quick Assist Transmitter	\$135	N/A
RQX/RQX-XT (all) Call boxes	\$135	N/A

Frequency change only, per channel \$5, \$5 to clone each additional radio, \$25 minimum charge per order.

**NOTE:** Rechargeable batteries which are over two years old are past their normal service life and do not provide full power for the transceiver therefore, they are replaced as part of normal service.