

# Service Options

There are two kinds of radio communications users - Mission Critical, where the radios are necessary to complete a task and/or to protect people, property or places. Recreational, and personal use falls into the non-critical category. The information contained herein is directed to Mission Critical users. On average, personal 2-way radios have an average mission critical operating life of three to five years (mobiles will average ten years and fixed stations, 15 years). During this time, the operating cost is generally not expected to exceed 10% of the equipment cost on an annual basis (i.e. a \$400 personal 2-way radio would be expected to have an operating cost of no more than \$40 per year. The average is closer to \$30 per radio.

In years three through five, that cost is expected to rise to 20% and in years six through ten, the cost rises to 50%. These figures can be slightly higher when speaker microphones are used. The operating cost on a speaker-microphone will generally be double that of a radio (i.e. a \$69 speaker microphone would have an operating cost of \$14 annually for years one through three, and \$28 for years four and five. The cost of maintaining a speaker-microphone after five years is equal to the replacement cost for a new microphone.

Other than minor mechanical issues, any repairs on communications equipment is performed only at the factory or an authorized regional repair depot. With that understanding, we offer four basic service programs.

We offer Time & Materials, Flat Rate, Exchange, and Contract service plans. The applicable rates for most two way radios priced at under \$500 are as follows. There are no service plans on speaker-microphones other than the Exchange plan.

Time and Materials - Minor repairs involving physical issues - \$37.50 plus parts. You pay shipping to Birmingham, we pay return shipping. If a major repair is required, we will advise you before sending to the factory. If approved, the repair cost will be \$125.

Flat Rate - \$125. We provide shipping containers and call tags. We pay shipping both ways.

Exchange - You send us your defective radio. We send you a replacement for \$175. Your replacement radio is sent to you with 72 hours after notification. A call tag is sent with the radio with prepaid return shipping.

Service Contract - We pay shipping both ways and provide a 72 hour turnaround. Prices below are per radio cost.

Years 1 through 3.....	\$60 per year.
Years 4 and 5.....	\$90 per year
Years 5 and beyond.....	\$120 per year

Note: Batteries and speaker-microphone are not included on any service plan with the exception of the Exchange plan. Batteries and speaker microphones are available at half price for Service Contract plan users. Please keep in mind that none of the above programs cover damage caused by abuse. Antennas, batteries, and clips are not covered by the manufacturer's warranty or by the aforementioned service plans.

We hope this information has been useful for determining the best service plan for your individual needs. As a rule of thumb, we recommend purchasing radios with the longest factory warranty and/or purchasing the extended warranty along with a few spare radios for larger users. If you have any questions, please call us at 800.489.2611.

Thank you for considering Falcon Direct!

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