



Capita are pleased to offer a radio repair service for out of warranty Sepura and Motorola handheld terminals.

We will provide a repair service based on batches of 100 returned handheld terminals. These terminals will be assessed individually for faults and damage and a report created of the results. Repairs and assessments will be carried out by trained engineers in our repair facility. Our facility utilises ESD (Electro Static Discharge) protection in its design and each engineer is required to use ESD tooling and preventative measures such as heel or wrist straps which are regular tested.

Each terminal will be given one of the following six categories:

- 1) BER 1 (non-repairable but some components and or casework can be re-used)
- 2) BER 2 (non-repairable, casework only can be re-used)
- 3) BER 3 (Liquid damaged beyond repair or re-use)
- 4) BER 4 (Physically damaged beyond repair or reuse)
- 5) Repaired
- 6) No Fault Found

The following actions will be carried out on each category:

<b>BER 1</b>	Device will be stripped of usable parts and casework, casework will be cleaned and stored for later use. The device is recorded and destroyed via a method agreed with the customer.
<b>BER 2</b>	Casework will be removed, cleaned and stored for later use. The device is recorded and destroyed via a method agreed with the customer.
<b>BER 3</b>	The device is recorded and destroyed via a method agreed with the customer.
<b>BER 4</b>	The device is recorded and destroyed via a method agreed with the customer.
<b>Repaired</b>	<p>The devices will be repaired to best endeavours, tested by performing a TMO full duplex (Trunked Mode) voice call and a DMO half duplex (Direct Mode) voice test between a known working radio, and the supplied devices with test accessories. The supplied devices will be visually and functionally inspected.</p> <p>A test and repair report will be produced for each device.</p> <p>A warranty of 90 days is provided on any componentry that has been repaired/replaced as part of the repair process. Should the repaired/replaced componentry fail within the 90 day period then the device should be returned and Capita will attempt a subsequent repair or replacement of the device (used stock permitting). All repaired/replaced radios will be returned to the customer via secure courier.</p>
<b>No Fault Found</b>	<p>The devices will be tested by performing a TMO full duplex (Trunked Mode) voice call and a DMO half duplex (Direct Mode) voice test between a known working radio, and the supplied devices with test accessories. The supplied devices will be visually and functionally inspected.</p> <p>A test report will be produced for each device.</p> <p>All repaired/replaced radios will be returned to the customer via secure courier.</p>

For more information on the available services or to discuss your requirements please contact us at: