Repair Process

How to Initiate Your Product Repair Online
For United States and Canada

To help ensure smooth processing of your product repair, please note that a Return Materials Authorization (RMA) is required for all repairs sent to the Motorola Service Center.

The online request system provides you with the ability to request an RMA any time of the day or night. In addition, you are able to check the real-time repair status of products submitted using the online RMA process. The steps below outline how to set up your User ID and password and initiate repair RMAs through the online request system. Please review the Online RMA Guided Tour for detailed instructions on how to use this tool. If you have any questions about the RMA process or web portal registration, please send an email to SymCare@motorola.com

Register for Online RMA Access

To enter an RMA (repair request) and link to the service records for your company, you must complete a one-time online registration and receive a User ID and password that you will use each time you visit the site.

1. First, access the registration form: http://www.symbol.com/services/registration/registration.html

2. Complete and submit the form. You will receive a confirmation email with your User ID and password.

3. You can now log into the Online RMA website at http://mysymbolcare.symbol.com

How to Request a Repair RMA

Once you have obtained a User ID and password for online support, you may enter RMA requests for products requiring repair.

1. Log into the Online RMA website at http://mysymbolcare.symbol.com

2. Enter your User ID and Password into the fields provided, then click "Go"

3. In the "Users - The Americas" folder, under "Shortcuts" click "Request a Repair Authorization (RMA)"

4. Select the return shipping site (only one allowed per online repair request)

5. Enter the product serial number on the unit you wish to send in for repair.

   • Please make sure to enter the entire serial number into the field as your service contract entitlement is checked based on the serial number entered.

   • When prompted, "Validate Product Information", please verify the service entitlement shown. Please Note: If you chose to disagree with the entitlement shown, please provide detailed information explaining why there is a discrepency in the records. We will review the information regarding entitlement for this unit and contact you to resolve any questions.

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- Select Primary Symptom from the drop-down menu.
  Please indicate the reason for the repair of your product. Select the best primary symptom from the drop down menu provided. If additional symptoms exist, please provide details in the Problem Description text box.

- Your Ref. No.
  This field is provided for your internal reference and can be used to track the status of your repair.

6. If you have more products to add, enter the serial number. If there are no additional products, click "Proceed to Checkout".

7. Review your shipment. When satisfied, click CheckOut to continue.

8. All products will be returned to the address shown in the RMA. Please ensure that the shipping address is correct.

9. Click Continue to complete the RMA process:

- You will see a message that "Your RMA # MSC00000 has been confirmed". You are authorized to return only the quantities and models listed in your RMA. This RMA number will expire in 30 days if the items are not received by the Service Center.

- Print two copies of your packing slip from the browser (select "file", then "print".) Include one copy of the packing with the returned product and keep the other copy for your records.

- Box the product(s) properly for safe shipping. You must include the packing slip in the shipping container. IMPORTANT: Do not include any accessories (batteries, cables, power supplies, memory cards, stylus, etc.) in the shipment.

- Print the shipping label and paste it on the outside of the container for shipping to the Motorola Service Center.

Motorola is committed to providing you with quality, timely service. We regret that we cannot service products submitted without an RMA. Products returned to Motorola without this authorization will be returned without repair.

Displaying RMA Status using the online system

The online system provides you with the ability to check the real-time repair status of products submitted using the online RMA process. To check the status of a repair:

1. In the "Users - The Americas" folder, under "Shortcuts", click "View RMA Status On Line".

2. Enter either the RMA number, your Ref. No. or the product serial number in the fields provided, click on "Search". Click on the "+" to view details.

Quick Tips

For quick access to the online system and a guided tour of the online RMA process, please visit http://www.symbol.com/5586

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Calling the Support Center

The Motorola Enterprise Mobility support center is your point of contact for all calls and questions on Motorola Enterprise Mobility products. As a contract customer, your Customer ID provides you with entitled access to our technical experts, with a defined response time and escalation path.

The support center provides two types of assistance:

- "Non-technical" for help in tracking products sent for repair or general administrative questions
- "Technical" assistance for expert help in resolving technical questions about a product or problem resolution with your enterprise mobility products.

To place a call for technical assistance:

1. Be prepared to provide:
    - Customer ID (previously referred to as Site ID)
    - Serial # of product
    - Problem description
    - Contact name and number

    With this information, we can quickly and accurately identify your location and equipment records to deliver the timely service you expect. Entitlement is based on the serial number of the product.

2. Call 1-800-653-5350 (U.S. Toll-free) or 1-631-738-6213

3. When prompted, please follow the prompts and select the appropriate option for technical assistance. You will then be prompted for the type of product (this is the product family, such as scanner, mobile computer, etc.)

Your call initiates the following actions:

- Priority routing with your Customer ID to the next available Technical Support Specialist.

- Assignment of a case number. Your case number allows you and Motorola to accurately track your call.

- If additional assistance is required, your case will be escalated to a Motorola Technical Support Engineer. It will be managed and tracked through to resolution.

How to Request a Repair RMA by Telephone

The preferred method of obtaining an RMA is with the online RMA system; however, you can call Motorola's support center at 1-800-653-5350 to obtain an RMA over the phone during normal business hours.

You will be asked to provide your Customer ID / Site ID and the serial number of the product. You must also specify the return shipping address of the product once it is repaired by Motorola.

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