



5900 Parretta Drive • KANSAS CITY, MISSOURI • 64120
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WEBSITE: www.midlandradio.com

WARRANTY AND NON-WARRANTY REPAIR PROCEDURES:

For all **Midland Radio Corporation LMR products** requiring warranty or non-warranty service, ship the product item to the following address:

**Midland Radio Corporation
ATTN: LMR Repair
5900 Parretta Drive
Kansas City, MO 64120**

(Call for a repair authorization number is not required.)

Shipments are to be sent via freight prepaid. Midland Radio Corporation will return the product freight prepaid via best way.

Please enclose the following information with your Midland Radio Corporation LMR products sent in for repair:

**Agency Name
Return Address
Phone #
Account #
P.O. # (if required)
Brief description of the problem**

The Midland Radio Corporation LMR product(s) sent in for repair will be tracked by name, model, and serial number. Any questions and/or inquiries that you might have concerning your repair, please contact Liz Hawkins, (lhawkins@midlandradio.com) at 1-816-241-8500 ex. 232.

For technical assistance please contact Jeff Brame, (jbrame@midlandradio.com) at 816-241-8500, ext 238.

The following labor rates will apply for “Non-Warranty” repair of Midland Radio Corporation LMR product(s):

Analog Mobiles: \$130.00 flat rate

P25 Mobiles: \$165.00 flat rate

Analog Portables: \$90.00 flat rate

P25 Portables: \$165.00 flat rate

Base-Tech II analog components: \$130.00 flat rate

Base-Tech III P25 components: \$165.00 flat rate

Base-Tech PA's: \$75.00 per hour plus parts.

Damaged units: Estimates @ \$75.00/hr plus parts, non-approved estimates will be charged a \$45.00 bench fee.

All accessories replaced or repaired at \$110.00 flat rate whichever is most cost effective.