

# Midland Radio Corporation

5900 Parretta Drive  
Kansas City MO 64120-2134  
Telephone: 816-241-8500  
Toll Free: 800-821-7848  
Fax: 816-241-5713  
Toll Free Fax: 800-821-8528

## Contact Information

Name	Title	Phone	Fax	Email
Liz Hawkins	Customer Service Specialist	816-461-0432	816-241-5713	lhawkins@midlandradio.com
Scott Henderson	Vice President LMR Sales	816-462-0427	816-241-5713	shenderson@midlandradio.com
Clyde Keith	Director of Govt. Sales East	407-493-4787		ckeith@midlandradio.com
Roger Powell	Eastern Regional Sales Manager	816-461-0448	816-241-5713	rpowell@midlandradio.com
Susan Ballew	Director, Government Contracting	816-462-0434	816-241-5713	<a href="mailto:sballew@midlandradio.com">sballew@midlandradio.com</a>

## Warranty & Technical

Name	Title	Phone	Fax	Email
Jeff Brame	Service Supervisor	816-462-0438	816-241-5713	jbrame@midlandradio.com
David Kingsolver	Director of Engineering	816-462-0437	816-241-5713	davidk@midlandradio.com

## Commercial Warranty Clause

Midland Radio Corporation equipment is designed and manufactured to provide quality trouble-free service for the user. To assure that each unit lives up to this standard of quality, all transceivers are individually inspected before being released into distribution. To supplement this rigid quality control, Midland Radio Corporation equipment is covered by the following written warranty, which is extended by Midland Radio Corporation to the end user.

## Warranty Statement

Midland Radio Corporation (herein MRC), warrants each new radio product manufactured to be free from defects in material and workmanship under normal use and service for the time period listed below. This warranty is offered to the original end user and is not assignable or transferable. MRC will repair without charge any Midland Radio transmitter which fails due to a defect in material or workmanship within the period of time following the date of original purchase as described below:

### Midland Radio Corporation Products

ML and MO Series Mobiles / SD Series Data Modules	Three (3) Years
Syn-Tech III P25 Portables and Mobiles, and PL-5000 Series Portables, Titan Mobiles	Three (3) Years
Syn-Tech II Analog Conventional Base/Control - Repeater Stations	<b>Five (5) Year</b>
Syn-Tech III P25 Conventional Base/Control - Repeater Stations	<b>Five (5) Year</b>

MRC will also repair or replace, at its option, without charge, any Midland Radio accessory item which failed and were not a part of or installed in new Midland Radio transceivers at the time of purchase by initial user and all external accessory items (i.e. cases, batteries, antennas, microphones, etc.), which fail due to defect in material or workmanship within the period of time following the date of original user purchase as described below:

### Midland Radio Corporation Accessories

Rechargeable Batteries	One (1) Year
Battery Chargers	One (1) Year
All other Accessories	One (1) Year
Midland Authorized Repair Parts	90 days

This warranty does not cover any option or accessory not furnished by MRC, or damage caused by such options or accessories. This warranty excludes damage caused by improper operation, testing, repair, modification, alteration, adjustment, installation, or maintenance. Damage resulting from either accident or neglect is also excluded. This warranty does not include cost of labor for removal or reinstallation of the product or accessory in a vehicle or other mounting.

THIS WARRANTY IS EXTENDED BY MIDLAND RADIO CORPORATION IN LIEU OF ALL OTHER WARRANTIES EITHER EXPRESSED OR IMPLIED INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY. MIDLAND RADIO CORPORATION DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH ITS PRODUCTS. MIDLAND RADIO CORPORATION SHALL IN NO EVENT BE LIABLE FOR LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, OR INCIDENTAL OR CONSEQUENTIAL DAMAGES. SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.