



PSPC_CustomerFocus@Harris.com

Factory Repair and Return

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DEPOT REPAIR FLAT RATES FOR RADIOS, Effective 5/1/2018

XG-25P	\$575	XG-75P	\$625	XG-100P Unity Portable	\$755
XG-25M	\$625	M5300 / M7300 / XG-75M (Control Head not included)	\$725	XG-100M Unity Mobile (Control Head not included)	\$825
XG-15P	\$525	CS7000 Desktop Station (Mobile not included)	\$495	VTAC / VRBS	\$1325
P7300	\$675	CH721 Control Head	\$455	CH-100 Unity Touchscreen Control Head	\$495
P5300 / P5400 / P5500	\$625	Harris Tait TP81	\$200	Harris Tait TP91	\$400
Harris Tait TP93	\$350	Harris Tait TP94	\$350		

Important Information

- 90-day warranty applies to all Terminal and Infrastructure repairs.
- Infrastructure repairs are based on time and material. Flat rates do NOT apply
- All terminal repairs not listed above are subject to the current hourly labor rate plus parts (where available).
- Evaluation fee is applicable to all repairs declined by customer.

Flat Rate Pricing

- Applies to terminal repairs which have become defective through normal wear and use.
- This does not include the following:
 - Repair of damage due to tampering, multiple defects, or physical damage/water damage.
- Accessories:
 - Accessories are not repaired and should not be returned (except for PA cabling).
 - Accessories consist of:
 - Microphones, lanyards, antennas, batteries, mounting brackets, radio cabling, PA fans, filter assemblies, chargers, speaker-mics, HHC, etc.
 - Harris Corporation is not responsible for lost accessories.
- **Expedited two-day turn time is available for repairs for an additional charge of \$125.00**
 - Does not include transportation time.
 - Expedited repairs must be requested prior to issuance of the Return Material Authorization number.
 - Harris/Tait radios currently excluded from this offer.

Contact the Customer Care Center for a Return Material Authorization (RMA)

--Or--

Go to <http://www.pspc.harris.com/Customerservice/default.asp> to submit your request on line.

Harris Corporation retains the right to change pricing without notice.