

# Talkabout® Two-Way Radio T11X Series

OWNER'S MANUAL

en-US

fr-CA

es-LA

pt-BR





## Safety and General Information

### Caution

Before using this radio, read this booklet which contains important operating instructions.

For information on product details, brochures, user manuals and approved accessories. Please refer to [www.motorolasolutions.com](http://www.motorolasolutions.com).

### Compliance with RF Exposure Standards

National and international regulations require manufacturers to comply with the RF energy exposure limits for portable two-way radios before they can be marketed. Your Motorola Solutions two way radio is designed, manufactured, and tested to comply with all applicable national and international regulations for human exposure to radio frequency electromagnetic energy.

### RF Energy Exposure Awareness and Control Information and Operational Instructions for General Population and Uncontrolled Environment Use

For more information on what RF energy exposure is, see the following websites:

- <https://www.fcc.gov/>
- <http://www.who.int/peh-emf/project/en/>

For additional information, see [https://www.motorolasolutions.com/en\\_us/about/company-overview/corporate-responsibility/governance-and-policies.html](https://www.motorolasolutions.com/en_us/about/company-overview/corporate-responsibility/governance-and-policies.html)

### Operating Instructions

- Transmit no more than 50% of the time. To transmit (talk), press the Push-To-Talk (PTT) button. To receive calls, release the PTT button.
- Hold the radio in a vertical position in front of the face with the microphone (and other parts of the radio including the antenna) at least 1 in. (2.5 cm) away from the nose or lips.
- Antenna should be kept away from the eye.
- When worn on the body, always place the radio in a Motorola Solutions-approved clip, holder, holster, case, or body harness for this product.
- DO NOT hold the antenna when the radio is transmitting.
- DO NOT use any portable radio that has a damaged antenna.
- If a damaged antenna comes into contact with your skin, minor burn can result.
- To ensure continued compliance with applicable RF exposure limits, use only Motorola Solutions-approved, supplied or replacement antennas, batteries, and accessories.
- For a list of Motorola Solutions-approved accessories please refer to your user manual or visit <https://www.motorolasolutions.com>

### Acoustic Safety

Exposure to loud noises from any source for extended periods of time may temporarily or permanently affect your hearing. The louder the volume of the radio, the sooner your hearing will be affected. Hearing damage from loud noise is sometimes undetectable at first, and can have a cumulative effect.

To protect your hearing, follow these precautions:

- Use the lowest volume necessary to do your job.
- Turn up the volume only if you are in noisy surroundings.
- Turn down the volume before putting on a headset or headphones.
- Limit the amount of time you use a headset or headphones at high volume.
- When using the radio without a headset or headphones, do not place the speaker of the radio directly against your ear.

### Medical Devices

If you use a personal medical device, such as a pacemaker or hearing aid, consult the manufacturer of your device to determine if it is adequately shielded from RF energy. Your physician may be able to assist you in obtaining this information.


### Holsters Incorporating Magnets

Some Motorola Solutions holsters incorporate strong, neodymium magnets. If you use a personal medical device, such as a pacemaker or hearing aid, consult the manufacturer of your device to determine if it can be used in close proximity to magnets. Your physician may be able to assist you in obtaining this information. Also be aware that magnets can damage other products, including cell phones, computers, hard drives, and other electronic devices, as well as credit cards and magnetic media. Keep the holster away from any mechanical device that could be affected by a magnetic field. Consult the manufacturer of your product to determine if your device or product can be used in close proximity to magnets.

### Operational Warnings

The following explains the operational warnings:

#### For Vehicle With Air Bags

 <p><b>WARNING</b></p>	<p><b>Warning:</b></p> <ul style="list-style-type: none"> <li>• Refer to vehicle manufacturer's manual prior to installation of electronic equipment to avoid interference with air bag wiring.</li> <li>• DO NOT place a portable radio in the area over an air bag or in the air bag deployment area. Air bags inflate with great force. If a portable radio is placed in the air bag deployment area and the air bag inflates, the radio may be propelled with great force and cause serious injury to occupants of the vehicle.</li> </ul>
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## Potentially Explosive Atmospheres



### Warning:

- Use of a radio that is not intrinsically safe in a potentially explosive atmosphere could result in a serious injury, or death. You should only use a certified Intrinsically Safe radio in potentially explosive atmospheres.
- Explosive atmospheres refer to hazard classified locations that may contain hazardous gas, vapors, dusts, such as fueling areas below decks on boats, fuel, or chemical transfer storage facilities, and areas where the air contains chemicals or particles such as grain, dust, or metal powders. Areas with potentially explosive atmospheres are often, but not always, posted.
- Turn off your radio prior to entering any area with a potentially explosive atmosphere unless it is a radio type specifically certified for use in hazardous location areas.
- DO NOT remove, install, or charge batteries in such areas, or remove or install antennas. Sparks in a potentially explosive atmosphere can cause an explosion or fire resulting in bodily injury or even death.

## Blasting Caps and Blasting Areas



**WARNING**

**Warning:** To avoid possible interference with blasting operations, turn off your radio when you are near electrical blasting caps, in a blasting area, or in areas posted: "Turn off two-way radio." Obey all signs and instructions.

### Batteries

- Charge your battery using the approved Motorola Solutions charger.
- Use the battery in accordance with its water and/or dust Ingress Protection (IP) rating.
- DO NOT discard your battery into a fire.
- Do not replace the battery in any area labeled "Hazardous Atmosphere".
- DO NOT disassemble, crush, puncture, shred, or otherwise attempt to change the form of your battery.
- DO NOT dry a wet or damp battery with an appliance or heat source, such as a hair dryer or microwave oven.
- DO NOT allow conductive material such as jewelry, keys, or beaded chains to touch exposed battery terminals.
- Do not dispose of batteries with household waste.

### Do Not Substitute Options or Accessories

The Motorola Solutions communications equipment certified as intrinsically safe by the approving agency (FM, UL, CSA, CENELEC) is tested as a complete system which consists of the listed agency approved portable, approved battery, and approved accessories or options, or both. This approved portable and battery combination must be strictly observed. There must be no substitution of items, even if the substitute has been previously approved with a different

Motorola Solutions communications equipment unit. Approved configurations are listed by the approving agency (FM, UL, CSA, CENELEC).

The Intrinsically Safe Approval Label affixed to radio refers to the intrinsically safe classification of that radio product, and the approved batteries that can be used with that system. The manual PN referenced on the Intrinsically Safe Approval Label identifies the approved accessories and/or options that can be used with that portable radio unit. Using a non-Motorola Solutions-intrinsically safe battery and/or accessory with the Motorola Solutions-approved radio unit will void the intrinsically safe approval of that radio unit.

#### European Union (EU) Waste of Electrical and Electronic Equipment (WEEE) Directive



The European Union's WEEE directive requires that products sold into EU countries must have the crossed out trash bin label on the product (or the package in some cases). As defined by the WEEE directive, this cross-out trash bin label means that customers and end-users in EU countries should not dispose of electronic and electrical equipment or accessories in household waste. Customers or end-users in EU countries should contact their local equipment supplier representative or service centre for information about the waste collection system in their country.

#### Supplier's Declaration of Conformity

This declaration is applicable to your radio only if your radio is labeled with the FCC logo shown below.

#### Supplier's Declaration of Conformity

Per FCC CFR 47 Part 2 Section 2.1077(a)



Responsible Party

Name: Motorola Solutions, Inc.

Address: 500 W Monroe Street, Ste 4400

Chicago, IL 60661-3781 USA

Phone Number: 1-800-927-2744

Hereby declares that the product:

Model Name: **T110, T110TP**

conforms to the following regulations:

FCC Part 15, subpart B, section 15.107(a), 15.107(d), and section 15.109(a).

## Notice to Users (FCC and Industry Canada)

This device complies with Part 15 of the FCC rules and Industry Canada's license-exempt RSS's per the following conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.
- Changes or modifications made to this device, not expressly approved by Motorola Solutions, could void the authority of the user to operate this equipment.

## Licensing Information

### USA (FCC)/CANADA (ISED)

According to FCC Part 95, FRS devices do not require a license. Use of Motorola radio in Canada is subject to the rules and regulations in ISED RSS 210 and do not require a license.

Changes or modifications not expressly approved by Motorola Solutions may void the user authority granted by the FCC or ISED to operate this radio and should not be made. To comply with FCC or ISED requirements, transmitter adjustments should be made only by or under the supervision of a person certified as technically qualified to perform transmitter maintenance and repairs in the private land mobile and fixed services as certified by an organization representative of the user of those services.

Replacement of any transmitter component (crystal, semiconductor, etc) not authorized by the FCC or ISED equipment authorization for this radio could violate FCC or ISED rules.

**Note:** Use of this radio outside the country where it was intended to be distributed is subject to government regulations and may be prohibited

### Uruguay

Use of GMRS frequencies is subject to the Rules and Regulations of the Regulatory Unit Communications Services (URSEC). URSEC requires that all operators using GMRS frequencies obtain a permit before operating their equipment. The authorization shall depend on the channel availability at the time the authorization is requested. To obtain a permit from URSEC, consult your local URSEC office for more information: [www.ursec.gub.uy](http://www.ursec.gub.uy).

### Mexico, Panama, and Paraguay

Mexico, the Republic of Panama, and Paraguay do not require authorization to use FRS radio equipment frequencies.

### Brazil

The frequency general use is subject to the Resolution nº 680 and to the Act nº 14448, Item 15 - Radio Communication Equipment of General Use. It is not required to use license in Brazil. See the Anatel site for more information: <http://www.anatel.gov.br>.

**Note:** Use of this radio outside the country where it was intended to be distributed is subject to government regulations and may be prohibited.

### Radio 462-467 MHz

This equipment has no rights to the protection against harmful interference and it cannot cause interferences to the duly authorized systems.

### Personalization Stickers

Stickers are provided in order to personalize and keep track of radios. Use permanent marker for the blank stickers.

**Déclaration de conformité du fournisseur**

Cette déclaration est applicable à votre radio uniquement si elle porte l'étiquette du logo de la FCC cidessous.

**Déclaration de conformité du fournisseur**

Règlement CFR 47 partie 2 section 2.1077(a) de la FCC



Partie responsable

Nom: Motorola Solutions, Inc.

Adresse: 500 W Monroe Street, Ste 4400

Chicago, IL 60661-3781 É.-U.

Numéro de téléphone: 1-800-927-2744

Par les présentes, il est déclaré que la radio **T110, T110TP** est conforme aux normes de la FCC, Partie 15, Sous-partie B, section 15.107(a) et 15.107(d) et section 15.109(a).

**Avis aux utilisateurs (FCC et Industrie Canada)**

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence et à la partie 15 des règlements de la FCC.

- Cet appareil ne doit pas causer d'interférence nuisible.
- Cet appareil doit accepter toute interférence reçue, y compris les interférences pouvant entraîner un fonctionnement indésirable.
- Toute modification effectuée à cet appareil sans l'autorisation explicite de Motorola Solutions peut annuler l'autorisation d'utiliser cet appareil.

**Renseignements de licence****ÉTATS-UNIS (FCC)/CANADA (ISDÉ)**

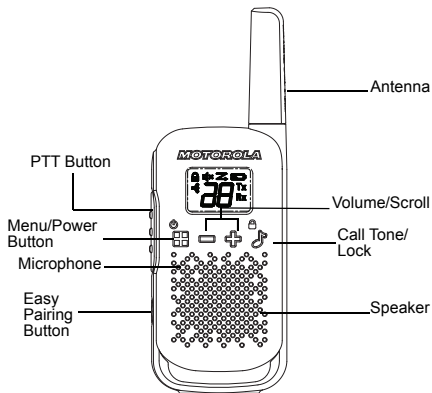
Conformément à la Partie 95 du règlement de la FCC, les appareils FRS ne nécessitent pas de licence. L'utilisation de radios Motorola au Canada est soumise à la réglementation des CNR 210 de l'ISDÉ et ne nécessite pas de licence. Toute modification apportée à cet appareil sans l'autorisation explicite de Motorola peut annuler l'autorisation d'utiliser l'appareil, telle qu'émise par l'ISDÉ/la FCC, et ne devrait pas être faite. Pour se conformer aux exigences de l'ISDÉ/de la FCC, les réglages de l'émetteur doivent être effectués par ou sous la surveillance d'un technicien certifié pour faire l'entretien et les réparations d'émetteurs-récepteurs pour les services fixes ou mobiles privés, dont la certification provient d'un représentant de l'organisation de l'utilisateur de ces services.



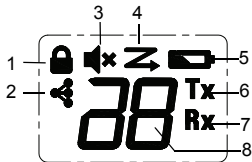
Le remplacement de n'importe quel composant de l'émetteur-récepteur (cristal, semi-conducteurs, etc.) non autorisé par l'autorisation d'équipement de l'ISDÉ ou de la FCC pour cette radio risque d'enfreindre la réglementation de l'ISDÉ ou de la FCC.

**Avis:** L'utilisation de cette radio en dehors du pays pour lequel elle est distribuée est soumise aux réglementations gouvernementales et peut être interdite.

## Radio Control Buttons



## Radio Display



1. Keypad Lock
2. Easy Pairing
3. Mute
4. Scan Indicator
5. Battery Level Meter
6. Transmit
7. Receive
8. Channel Indicator

## Getting Started

### Installing the Batteries

1. Turn the radio off.
2. Press the tab at the bottom of the compartment door to remove the battery compartment door.
3. Remove the door.
4. Insert three AAA batteries into the battery compartment.
5. Replace the battery compartment door.

### Battery Level and Low Battery Alert



This icon will show when battery is low and will blink when battery is extremely low. Replace the batteries immediately.

### Removing the Alkaline Batteries

1. Turn the radio off.
2. With the back of the radio facing you, lift the battery cover latch and remove the cover.
3. Remove each alkaline battery.
4. Close the battery cover.

#### Note:

- Exercise care when removing AAA batteries. Do not use sharp or conductive tools to remove either of these batteries.
- Remove the batteries before storing your radio for extended periods of time. Batteries corrode over time and may cause permanent damage to your radio.

### Attaching the Belt Clip

1. Attach the belt clip to the back of the radio until the clip clicks in place.
2. Attach the belt clip to pocket or belt strap until the clip clicks in place.


### Removing the Belt Clip

1. Pull the release tab on top of the belt clip to release the latch.
2. Push the belt clip with the other hand towards the top of radio.




## Basic Radio Operations

Read this reference guide completely before attempting to operate the unit.

### Turning Your Radio On/Off


Press and hold the  button to turn your radio on/off.


### Adjusting the Volume

1. Adjust the volume by pressing the  and  buttons.
2. When the volume reached level 0, the  icon appears permanently on screen.

### Adjusting the Sound (Key Beeps)

Your radio emits a beep each time one of the buttons is pressed (except the **PTT** button).







Press and hold the  button while turning the radio on to switch the sound off.

To turn this sound on, turn the radio off and on again without pressing the  button.

### Selecting a Channel

In order to speak to someone, both your radios must be set to the same channel.

To select a channel:

1. Press  button until the Channel number starts to flash.
2. Press  or  button to the required channel. An extended press of  or  button allows you to scroll through the channel.
3. Press **PTT** button to confirm the selection or  button to continue setup.

## Talking and Listening

To communicate, all radios in your group must be set to the same channel.

1. To talk, press and hold the **PTT** button. When transmitting, the **Tx** icon is shown.
2. When you are finished talking, release the **PTT** button.
3. When receiving, the **Rx** icon is shown.

For maximum clarity, hold the radio 1 in. away from your mouth and speak directly into the microphone. Do not cover the microphone while talking.

### Talk Range

Your radio is designed to maximize performance and improve transmission range. Do not use the radios closer than 5 ft apart.








### Push-to-Talk Timeout Timer

To prevent accidental transmissions and save battery life, the radio emits a continuous warning tone and stops transmitting if you press the **PTT** button for 60 s continuously.







### Channel Scan Mode

Channel Scan Mode enables your radio to scan for active channels. When activity is detected, your radio lands (stays) on that channel (for two seconds). To transmit on that channel, press the **PTT** button. When activity on the landed channel ends, your radio continues scanning other channels.

To turn the channel scan on:

1. Press  /  button two times until  icon appears.
2. Press  /  button to start scanning. Press  /  button or **PTT** button to turn off Scan mode.





### Key Lock

1. Press and hold  /  button until  icon appears to lock the keypad.
2. When in lock mode, you can turn the radio on and off, adjust the volume, send a call tone, receive, and transmit. All other functions are locked.
3. Press and hold  /  button, until  icon disappears to unlock the keypad.



### Monitor Mode

Your radio enables you to listen for weak signals on the current channel.

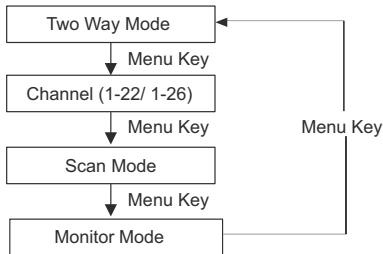
To turn the Monitor Mode on:

1. Press  /  button three times until the Channel Monitor setting flashes and the **Rx** icon appears.
2. Press the  /  button for continuous listening. The **Rx** icon continues to appear.

To turn the Monitor Mode off:

1. Press  /  button to return to "Normal" mode. The **Rx** icon stops appearing.


## Menu Options




## Roger Beep

Roger beep sounds to indicate the end of a **PTT** transmission. It can be heard through the speaker when Roger Beep is on. It cannot be heard through the speaker if Roger Beep is turned off.

To turn the Roger Beep off:

Press and hold  button, while turning the radio on.

To turn the Roger Beep on:

Turn the radio off and on again without pressing  button.

## Automatic Power Save


For better battery life, your radio is designed to switch to Power Save mode when there has been no transmissions after 3 s. The radio can receive transmissions in this mode.

## Easy Pairing



This feature allows a group of radio users to program all their radios to the same Channel and Sub-Code settings quickly and simultaneously. Any radio within the group can be designated as the "Leader's radio" and have its Channel and Sub-Code settings transmitted to and copied by all the other radios in the group called "Members' radios".

**Note:** When the "Leader's radio" has no Sub-Code feature, such as this radio (T110, all radios in the group will have their Sub-Code set to zero. When the Sub-Code is set to zero, all transmissions on the selected channel will be heard, regardless of the transmitting radio Sub-Code setting.

1. Pick any of the radios as the "Leader's radio". On this radio, program the Channel and Sub-Code to the desired settings. See "Selecting the Channel" and "Selecting the Sub-Code" sections in this user manual. The Sub-Code for T110 radio is fixed at zero and cannot be programmed.

2. To copy the channel and Sub-Code combination to all the other "Members' radios", press and hold the  button on the Members' radios" until you hear a beep. Release the button after the beep, and wait for the transmission from the "Leader's radio."

**Note:**

- You will see the  icon blinking on the display. This confirms that the radio is in Easy Pairing mode waiting to receive the Channel and Sub-Code settings from the "Leader's radio". All "Leader's radio" will remain in this mode for three minutes.
  - A group with many radios should have all users take this step at the same time, so all radios can be programmed together.
3. On the "Leader's radio", press and hold down the  button until you hear a double beep.

**Note:**

- At the double beep, this radio's Channel and Sub-Code settings will be transmitted, which will be received and copied by all the other "Members' radios".
- The "Leader's radio" must make this transmission when all the "Members' radios" are still in the Easy Pairing mode, otherwise the transmission will not be picked up.
- On the "Leader's radio", user must remember not to release the button on the first (single) beep, otherwise this radio will become another "Member's radio". If that happens, you can press **PTT** to escape, and retry the steps described in Step 3.

- When the "Leader's radio" does not have sub-code feature, all "Members' radios" will have their sub-code set to zero (Disable). When a radio sub-code is set to zero, all transmissions received on the channel will be sent to the speaker, regardless of the sub-code embedded in the transmission.
- This radio (T110) does not have sub-code feature and is not compatible with radios with sub-code enabled. Please ensure all radios in the group have their sub-code disabled (Sub-code is set to Zero). With Easy pairing, either use T110 as the leader, or ask the Leader to set sub-code to zero before performing easy pairing.

## Channels and Frequencies

**Note:** The power refers to the maximum allowable power defined by FCC/ISED for each channel under FRS rules for USA and FRS/GMRS for Canada, and is not a reflection of the power specification of the radio.

**Table 1: USA, Canada, Mexico, Panama, Paraguay, and Uruguay**

Channel	Frequency	Max Power Output
1	462.5625 MHz	2 W
2	462.5875 MHz	2 W
3	462.6125 MHz	2 W
4	462.6375 MHz	2 W
5	462.6625 MHz	2 W
6	462.6875 MHz	2 W
7	462.7125 MHz	2 W
8	467.5625 MHz	0.5 W
9	467.5875 MHz	0.5 W
10	467.6125 MHz	0.5 W
11	467.6375 MHz	0.5 W
12	467.6625 MHz	0.5 W
13	467.6875 MHz	0.5 W
14	467.7125 MHz	0.5 W
15	462.5500 MHz	2 W
16	462.5750 MHz	2 W
17	462.6000 MHz	2 W

**Table 1: USA, Canada, Mexico, Panama, Paraguay, and Uruguay (Continued)**

Channel	Frequency	Max Power Output
18	462.6250 MHz	2 W
19	462.6500 MHz	2 W
20	462.6750 MHz	2 W
21	462.7000 MHz	2 W
22	462.7250 MHz	2 W

**Table 2: Brazil**

Channel	Frequency
1	462.5625 MHz
2	462.5750 MHz
3	462.5875 MHz
4	462.6000 MHz
5	462.6125 MHz
6	462.6250 MHz
7	462.6375 MHz
8	462.6500 MHz
9	462.6625 MHz
10	462.6750 MHz
11	462.6875 MHz
12	462.7000 MHz
13	462.7125 MHz

Table 2: Brazil (Continued)

Channel	Frequency
14	467.5625 MHz
15	467.5750 MHz
16	467.5875 MHz
17	467.6000 MHz
18	467.6125 MHz
19	467.6250 MHz
20	467.6375 MHz
21	467.6500 MHz
22	467.6625 MHz
23	467.6750 MHz
24	467.6875 MHz
25	467.7000 MHz
26	467.7125 MHz

## Warranty

### Consumer Two-Way Radio Products and Accessories purchased in the USA, Canada, Mexico, Uruguay, Panama, Paraguay, and Brazil

#### What Does this Warranty Cover?

Subject to the exclusions contained below, Motorola Solutions, Inc. ("Motorola") warrants the Motorola Solutions branded consumer two-way radios that operate through Family Radio Service or General Mobile Radio Service ("Products"), the Motorola Solutions branded or certified accessories sold for use with these Products ("Accessories") to be free from defects in materials and workmanship under normal consumer usage for the period(s) outlined below. This limited warranty is the exclusive remedy of a consumer, and applies as follows to new Products and Accessories and purchased by consumers in the United States or Canada, which are accompanied by this written warranty:

#### Who is Covered?

This warranty extends only to the first consumer purchaser, and is not transferable.

#### What will Motorola Solutions, Inc. do?

Motorola Solutions, Inc., at its option, will at no charge repair, replace, or refund the purchase price of any Products or Accessories that do not conform to this warranty. We may use functionally equivalent reconditioned/refurbished/pre-owned or new Products or Accessories.



## What Other Limitations Are There?

### Any Implied Warranties, Including Without Limitation

The implied warranties of merchantability and fitness for a particular purpose, shall be limited to the duration of this limited warranty, otherwise the repair, replacement, or refund as provided under this express limited warranty is the exclusive remedy of the consumers, and is provided in lieu of all other warranties, express or implied. In no event shall Motorola Solutions be liable, whether in contract or tort (including negligence) for damages in excess of the purchase price of the product or accessory, or for any indirect, incidental, special or consequential damages of any kind, or loss of revenue or profits, loss of business, loss of information or other financial loss arising out of or in connection with the ability or inability to use the products or accessories to the full extent these damages may be disclaimed by law.

Some states and jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state or from one jurisdiction to another.

## USA and Canada

Products Covered	Length Of Coverage
<b>Products and Accessories</b> as defined above, unless otherwise provided for below.	<b>Two (2) years</b> from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below.
<b>Products and Accessories</b> that are repaired or replaced.	<b>The balance of the original warranty or for ninety (90) days</b> from the date returned to the consumer, whichever is longer.

## Latin America

Products Covered	Length Of Coverage
<b>Products and Accessories</b> as defined above, unless otherwise provided for below.	<b>One (1) year</b> from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below.
<b>Products and Accessories</b> that are repaired or replaced.	<b>The balance of the original warranty or for ninety (90) days</b> from the date returned to the consumer, whichever is longer.

## Brazil

Products Covered	Length Of Coverage
<p><b>Products and Accessories</b> as defined above, unless otherwise provided for below.</p> <p>Batteries whose fully charged capacity falls below 80% of their rated capacity and batteries that leak.</p>	<p><b>One (1) year</b> from the date of purchase by the first consumer purchaser of the product unless otherwise provided for below.</p>
<p><b>Products and Accessories</b> that are repaired or replaced.</p>	

### Exclusions from Warranty Coverage

#### Normal Wear and Tear:

Periodic maintenance, repair and replacement of Products or Accessories due to normal wear and tear.

#### Abuse and Misuse:

Defects or damage that result from: (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the Products and Accessories resulting from misuse; (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or (d) other acts which are not the fault of Motorola Solutions.

### Use of Non-Motorola Solutions branded Products and Accessories:

Defects or damage that result from the use of Non-Motorola Solutions branded or certified products, accessories, software, or other peripheral equipment.

### Unauthorized Service or Modification:

Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, or modification in any way by someone other than Motorola Solutions or its authorized service centers.

### Altered Products:

Products or Accessories with (a) serial numbers or date tags that have been removed, altered or obliterated; (b) broken seals or that show evidence of tampering; (c) mismatched board serial numbers; or (d) nonconforming or non-Motorola Solutions branded housings, or parts.

### Communication Services:

Defects, damages, or the failure of Products or Accessories due to any communication service or signal you may subscribe to or use with the Products or Accessories.

## How to Obtain Warranty Service or Other Information?

To obtain customer service or information:

### USA and Canada

1-800-448-6686

[www.motorolasolutions.com/talkabout](http://www.motorolasolutions.com/talkabout)

E-mail us at [consumerradio@motorolasolutions.com](mailto:consumerradio@motorolasolutions.com)

### Latin America

Toll free:

Mexico 001-855-241-8253

Panama 001-800-507-3589

Uruguay 598-24001716

### Brazil

Toll Free: 0800-168272

Long Distance Number: +55 11 3525-3055 and 3056

[www.motorolasolutions.com/talkabout](http://www.motorolasolutions.com/talkabout)

### Toll or long distance:

Spanish: +1 630-203-5826

English: +1 630-203-5824

Paraguay: +595 61 548 1000

### For Accessories:

Call the telephone number designated for the Product with which they are used.

You will receive instructions on how to ship the Products or Accessories at your expense, to Motorola Solutions or a Motorola Solutions Authorized Repair Center. To obtain service, you must include: (a) a copy of your receipt, bill of sale or other comparable proof of purchase; (b) a written description of the problem; (c) the name of your service provider, if applicable; (d) the name and location of the installation facility (if applicable) and, most importantly; (e) your address and telephone number.

### For more information, visit us at:



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