



## MotionAssist™ Maintainer Program for Channel Certified Maintainer Providers

The MotionAssist Maintainer Program enables distributors and resellers, who become Certified Maintainer Providers (CMPs), to perform both in-warranty and out-of-warranty repairs for J3400, C5, F5 and L-Series Motion Tablet PCs. Motion provides labor reimbursement for all in-warranty, qualified repairs.

Once CMP prospects are qualified, Motion provides annual product training, technical support and access to parts. As part of this program, CMPs are trained and authorized to replace all parts on Motion J3400, C5, F5 and L-Series products.

### Benefits

#### End Customer Benefits

- Reduces downtime, increases productivity and raises customer satisfaction.
- CMP can minimize end customer's inconvenience with value-added services (e.g. hot swaps, loaners).

#### Distributor / Reseller CMP Benefits

- Able to repair Tablet PCs both in- and out-of-warranty.
- Increase revenue stream from sales of maintainer warranty contracts.
- Increase revenue stream from sales of out-of-warranty and customer induced damage repairs.
- Labor reimbursement for in-warranty, qualified repairs.
- Increase customer satisfaction with the ability to reduce downtime.
- Minimizes or eliminates spare Tablet PC pool.
- Improved management of workflow and repairs.

### Maintainer Warranty Options

The MotionAssist Maintainer Program offers 1-year, 2-year and 3-year maintainer warranties. Maintainer warranty contracts are issued on a per Tablet PC basis. The maintainer warranty contract allows the company's certified technicians to repair Tablet PCs instead of sending them to Motion's Repair Depot.

CMPs can sell two types of maintainer warranties for Motion Tablet PCs:

- Premier Maintainer Warranty - expedited parts delivery via Federal Express Standard Overnight.
- Standard Maintainer Warranty - normal parts delivery via Federal Express 2nd day.

### Program Requirements and Enrollment Process

CMPs must have two qualified technicians with A+ certifications or industry/military electronics certification.

Contact your Motion representative to initiate the enrollment process.

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## Program Details

### In-Warranty Repairs

- CMP orders parts at no charge from Motion.
- Motion pays the shipping costs for replacement parts.
- Replaced parts must be returned using the prepaid shipping label and box.

### Out-of-Warranty and Customer Induced Damage Repairs

- CMP pays the shipping costs for replacement parts.
- Replaced parts do not need to be returned to Motion.

### Training

CMPs are required to participate in an annual training session to maintain proficiency with Motion product features and technologies.

### Fees and Purchases

- Annual program fee
- Annual training fees

### Program Restrictions

- The Maintainer Program is for J3400, C5, F5 and L-Series Tablet PCs only.
- Tablet PC accessories and third party products are not part of the Maintainer Program.

For more information about the MotionAssist Maintainer Program, visit [www.MotionComputing.com](http://www.MotionComputing.com), contact your [Motion Representative](#) or call [1.866.MTABLET](tel:1866.MTABLET).

