



MotionAssist™ Maintainer Program for Certified Self-Maintained Customers

Program Overview

The MotionAssist Maintainer Program enables partners and customers who become Certified Maintainer Providers (CMPs), to perform both in-warranty and out-of-warranty repairs for J-Series, C5-Series, F5-Series and CL-Series Motion Tablet PCs.

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

Benefits

- Repair Motion J-Series, C5-Series, F5-Series and CL-Series Tablet PCs both in and out-of-warranty
- Reduces downtime, and increases productivity and customer satisfaction
- Minimizes or eliminates spare Tablet PC pool
- Eliminates logistics costs associated with shipping Tablet PCs to Motion's Repair Depot
- More cost effective repairs for out-of-warranty and accidentally damaged units
- Improved management of workflow and repairs
- Maintain spare parts inventory for quick turnaround

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. Customers can purchase 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.

For more information about the MotionAssist Maintainer Program, contact your Motion Representative, call 1.866.MTABLET, or email CMPadmin@motioncomputing.com



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 J-Series, C5-Series, F5-Series and CL-Series Tablet PCs only.
- Tablet PC accessories and third party products are not part of the Maintainer Program.

Program Enrollment

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

Contact your Motion representative to initiate the enrollment process.