

# Radio Service

Kenwood, Motorola SPIRIT/Radius, Tekk, Jobcom/Patriot  
Accepting VISA, MasterCard, Discover.

**Ship to:** ct/s  
117 Slatewood Court  
Bethel Park PA 15102  
FAX: 419.710.3116  
email: info@2wayradioplus.com

Ship insured, **preferably via UPS**. (USPS is fine, too, as long as you aren't requesting a signature...)

**Specify problem:** In 10 words (or less) explain a radio's performance deficiency. Spelling and grammar DON'T count!!! *Suggestion: Make a note on a piece of masking tape, using permanent marker, and apply the tape to the radio.*

**Note:** Not specifying a problem slows down service and risks not having your particular problem solved!!!

**Trouble-shooting tips:** Check the radio's/radios' programming. See operator's manual. Rule out a battery/charging problem. Check/clean battery/charger contacts. Check the radio(s) programming. See operator's manual. And, finally...  
**...check the programming. See operator's manual.**

**Payment:** Include your credit card information.

**Shipping:** Via UPS. Make sure you've given us an accurate/correct UPS address. UPS charges for address corrections and **we reserve the right to bill your credit card for any additional shipping costs.**

**Batteries:** Have some extras on hand. They can be stored for years with negligible life-reduction.. See the next item.

**Accessories: *DON'T SEND THEM!!!*** Don't send belt clips, chargers, batteries, antennae, or anything else. You should have determined that a battery is not a problem by swapping the suspect battery with a battery from a radio that works. The same "process of elimination" works when assessing chargers/charging trays. (Batteries, chargers, charging trays are "consumables": They need to be replaced at times and cannot be repaired. If an antenna is damaged, order a new one.)

**Estimates:** *They aren't provided.* If the radio cannot be reliably/reasonably repaired, or if the age/condition/circumstances suggest, we don't repair the radio. ***If you would like the unrepairable radio returned, we assess a \$25-charge.*** That charge can be applied to your purchase of a new radio at [www.2wayradioplus.com](http://www.2wayradioplus.com)

**Turn-around:** Allow 14 days. That cycle varies seasonally, though. It also depends on you send it.

**Service Warranty:** 60 days. Please examine your serviced-radio immediately, upon receipt.