GRN Terminal Equipment Return/Repair Process

The following process applies when a Brigade has problems with GRN Terminal Equipment:

Mobile Radios

- On finding a problem with an Appliance/vehicle/Station **Mobile** radio, the Brigade is to contact an "Approved Service Provider" direct. (list attached).
- On receipt of a request from a CFS Group or Brigade, the Service Provider is requested to attend or schedule a service call.
- Assuming the Service Provider has a quantity of spare units available, fault isolated to specific unit and replaced using a spare.
- All change out paperwork is completed by the "Approved Service Provider" and is to be submitted to CFS Telco Unit. The Brigade involvement is now complete and the equipment should now be working correctly.

Portable Radios

- All **portable** radios that are found to be faulty are now sent direct back to Motorola for repair.
- Complete *Form 005-Equipment Repair-SAGRN* detailing the faulty unit serial number, ID and attach copy to equipment being returned also send/fax a copy to CFS Telco Unit. Please make note to have the unit returned to your address on the original paperwork accompanying the faulty unit.
- All faulty equipment is to be returned direct to:

  MOTOROLA
  Managed Technical Services
  No. 2 Second Avenue
  Technology Park
  Mawson Lakes SA 5095

  Attention: Customer Services Administrator

- Detailed invoices are sent directly from Motorola to the CFS Telecommunications Unit for all repairs carried out.
- All "Approved Service Provider" invoices are also to be sent to the CFS Telecommunications Unit for prompt payment.
- Once repaired, the unit will be returned direct from Motorola to you either the "Approved Service Provider" or the Brigade as the original sender of the equipment.

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CFS Approved Providers

• National Wireless	8269-5311
• Tetracom Pty Ltd	8357-1500
• Farm and Business Communications	8667-2268
• Comgroup Australia	8445-8500
• AEC Products Pty Ltd	8383-2722
• Gawler CB&Auto	8337-7071
• Central Eyre Communications	0428-280-203
• Fleet Electronics Services	8682-2255
• Gambier Electronics Pty Ltd	8723-2122
• Green Triangle Electronics Pty Ltd	8724-2222
• Comtec Communications	8762-0133