



"Customer Focused, Quality Driven!"

# MOBILE & PORTABLE RADIO REPAIR FORM

Attach form to radio and drop off or ship to your local ERS Wireless Service Location:

**Elkhart:** 57678 C.R. 3, Elkhart, IN 46517 (574) 293-0615 (800) 393-0615

**Fort Wayne:** 4410 Earth Drive, Fort Wayne, IN 46809 (260) 747-0584 (800) 377-9114

### CUSTOMER INFORMATION:

Ship To: Company Name: \_\_\_\_\_ Customer # \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Contact: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Bill To: Company Name: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

### RADIO UNIT INFORMATION:

Model# \_\_\_\_\_ Serial # \_\_\_\_\_  Mobile  Portable

#### Accessories Included:

- |                                  |                                    |                                     |                                       |
|----------------------------------|------------------------------------|-------------------------------------|---------------------------------------|
| <input type="checkbox"/> Battery | <input type="checkbox"/> Headset   | <input type="checkbox"/> Dust Cover | <input type="checkbox"/> Antenna      |
| <input type="checkbox"/> Charger | <input type="checkbox"/> Belt Clip | <input type="checkbox"/> Remote Mic | <input type="checkbox"/> Power Supply |
| <input type="checkbox"/> Bracket |                                    |                                     |                                       |

#### Symptoms:

- |   |   |   |  |
|---|---|---|--|
| <input type="checkbox"/> No/Low Power     | <input type="checkbox"/> Dead           | <input type="checkbox"/> Needs Reprogrammed | <input type="checkbox"/> No Receiving  |
| <input type="checkbox"/> Intermittent     | <input type="checkbox"/> Broken Clip    | <input type="checkbox"/> No Transmit        | <input type="checkbox"/> Constant Tone |
| <input type="checkbox"/> Check Operations | <input type="checkbox"/> No/Low Audio   | <input type="checkbox"/> Damage             | <input type="checkbox"/> PM Check      |
| <input type="checkbox"/> Battery Problem  | <input type="checkbox"/> Volume Control |   |  |

Other, please describe problem: \_\_\_\_\_

Do you need an estimate before a repair is made?  Yes  No

### BILLING INFORMATION:

- Current ERS Wireless customer with established payment terms. PO # \_\_\_\_\_  
 ERS Wireless Maintenance Agreement Customer *ERS Wireless requires a PO#*  
 Not a current ERS Wireless customer, please bill my credit card.

Return Method:  UPS Ground  Customer Pick-Up *Please Note: Shipping fees apply to all returns via UPS.*

Date: \_\_\_\_\_ ERS Wireless representative receiving Unit: \_\_\_\_\_

Indiana Locations: Bloomington, Columbus, Elkhart, Evansville, Fort Wayne, Indianapolis, and Ligonier  
Kentucky Locations: Lexington and Louisville



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## SHIPPING INSTRUCTIONS:

Shipping a Radio in for repair:

1. **Use a corrugated box.** Please use a box big enough to allow for an adequate amount of packing material to protect all sides of the unit. If using a box that has already been used before, please strip all previous shipping labels from box.
2. **Provide Internal Protection.** Wrap each unit separately. If you are placing more than one unit in one box, each item should be wrapped well, and then additional packaging material should go between units to further protect them from damage during shipping. A rule of thumb is that there should be 2-4 inches of packing material on all 6 sides of the box, between the units and the sides of the box. Many things can be used for packing material such as; foam peanuts, bubble wrap, newspaper, etc.
3. **Include Repair Form.** Before sealing your box, make sure you put a copy of the repair form in a packing slip sleeve, or in the box, preferably rubber-banded to the unit to be repaired. Please keep a copy of the repair form for your records as well.
4. **Close Box Securely.** Make sure the box is sealed tight with water-activated paper tape or plastic packaging tape.
5. **Label Box.** Ship to the Northern Indiana ERS Wireless location closest to you.

### ERS WIRELESS

57678 C.R. 3  
Elkhart, IN 46517

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Fort Wayne, IN 46809