



# 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

WARRANTY HANDLING FEE: Effective June 1, 2025, ERS Wireless will be charging a warranty and handling fee of \$25.00 (accessories) and \$45.00 (radios/equipment) for all warranty repairs per unit. This fee is for processing the warranty with the manufacturer and return shipping.

## 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:

☐ Battery ☐ Headset ☐ Dust Cover ☐ Antenna  
☐ Charger ☐ Belt Clip ☐ Remote Mic ☐ Power Supply  
☐ Bracket

### Symptoms:

☐ No/Low Power ☐ Dead ☐ Needs Reprogrammed ☐ No Receiving  
☐ Intermittent ☐ Broken Clip ☐ No Transmit ☐ Constant Tone  
☐ Check Operations ☐ No/Low Audio ☐ Damage ☐ PM Check  
☐ Battery Problem ☐ 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

[www.erswireless.com](http://www.erswireless.com)



**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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