



MOBILE & PORTABLE RADIO REPAIR FORM

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

Lexington: 2331 Fortune Dr., Ste #210, Lexington, KY 40509 (859) 293-1675

Louisville: 1621 W. Main St., Louisville, KY 40203 (502) 561-8007

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:

- | | | | |
|----------------------------------|------------------------------------|-------------------------------------|---------------------------------------|
| <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

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 Kentucky ERS Wireless location closest to you.

ERS WIRELESS

2331 Fortune Dr., Ste #210

Lexington, KY 40509

ERS WIRELESS

1621 W. Main St.

Louisville, KY 40203