

**EXPEDITED BK RADIO REPAIR** for all Radio Models

Expedite Fee	Repair Details Include	Flat Rate
Expedite Fee	Expedite service will reduce your radio turnaround time from 10 business days to only 2! This does not include transportation time.	\$125

Minimum Bench Fee \$99, bench fee applies to all radios deemed un-repairable due to extensive damage. All PDQ Repair Rates include shipping back to you. If you choose to purchase a new radio the minimum bench fee is waived.
 Warranty Repairs for radios purchased from 49er Communications within the warranty period are handled free of charge. There is a \$75 handling fee for radios submitted for repair which were not purchased from 49er Communications.
 Warranty Repairs are guaranteed for 90 days on the specific items repaired within the radio. *Repair turnaround time is 10 business days, Tier IV repairs can take longer.

**PORTABLE BK RADIO REPAIR SCHEDULE** for Radio Models **GPH, DPH, DPHX, CMD**

Repair Tier	Repair Details Include	Flat Rate
PDQ Tier I	TLC Treatment	\$175
Tier II	PDQ + PTT Repair, Gaskets, Screws, Washers, Capacitors, Channel & Volume Knobs, Flex Ribbon, Inlays, Bezel, Nuts, Rubber Keypad Cover, Cloths, Back Plate, Standoff, Fuse	\$250
Tier III	PDQ + Tier II & LCD Display, Speaker, Switch Boot, Volume/Channel Rotary, Lexan Faceplate, Switches, Top Plate, Antenna Repair, O Rings, Rubber Keypad Cover, Aux Jack, Mic	\$315
Tier IV*	PDQ + Tier III and/or Surface or Component Work at Board Level, Replace CMD LCD Keyboard Display, Toggle Switches	\$435
Factory Repair	Replacement of Systems, RX or Options Board, Full Reset, EPROM Resets, Test, Tune, and Align	\$560
PDQ PIMP-IT-OUT Treatment - Add to Any Service Tier Above		
Stealth	Replace Old Exterior Case Housing, both Front & Back with Brand New BLACK Metal Housings	\$150
Stinger	Replace Old Exterior Case Housing, both Front & Back with Brand New BLACK & YELLOW or ALL YELLOW Metal Housings	\$175

*Options Plug, Keyboard Covers, Antenna's, Batteries, Belt Clips are additional costs

MOBILE BK RADIO REPAIR SCHEDULE for Radio Models **GMH, DMH Mobiles**

Repair Tier	Repair Details Include	Flat Rate
PDQ Tier I	TLC Treatment	\$200
Tier II	PDQ + Gaskets, Screws, Washers, Capacitors, Channel & Volume Knobs, Flex Ribbon, Inlays, Bezel, Nuts, Stickers, Fuse	\$330
Tier III	PDQ + Tier II & LCD Display, Speaker, Volume or Channel Rotary Switches, Face Plate Housing	\$425
Tier IV*	PDQ + Tier III and/or Surface or Component Work on Board	\$575
Factory Repair	Replacement of Systems, RX or Options Board, Test, Tune, and Align	\$615

*Install Kit, Power Cord, Microphones, External Speakers, Remote Mount Cables are additional costs



PORTABLE BK RADIO REPAIR SCHEDULE for Radio Models **KNG, CMD**

Repair Tier	Repair Details Include	Flat Rate
PDQ Tier I	TLC Treatment	\$225
Tier II	PDQ + Gaskets, Screws, Washers, Capacitors, Channel & Volume Knobs, Flex Ribbon, Inlays, Bezel	\$315
Tier III	PDQ + Tier II & Internal LCD Display, Volume or Channel Rotary, Switches, Antenna Repair, O Rings, Internal PTT	\$395
Tier IV*	PDQ + Tier III and/or Case, Surface or Component Work at Board Level, Housing includes: Rubber keypad, Outer LCD, screen cover, side port with connector ribbon, embedded nut, accessory port, PTT, and speaker with wire and connector	\$515
Factory Repair	Replacement of Systems, RX or Options Board, LCD Keyboard Display, Full Factory Reset, Test, Tune, and Align	\$665

**Options Cover, Keyboard Covers, Antenna's, Batteries, Belt Clips are additional costs*



MOBILE BK RADIO REPAIR SCHEDULE for Radio Models **KNG Mobiles**

Repair Tier	Repair Details Include	Flat Rate
PDQ Tier I	TLC Treatment	\$395
Tier II	PDQ + Gaskets, Screws, Washers, Capacitors, Channel & Volume Knobs, Flex Ribbon, Inlays, Bezel, Nuts, Stickers, Fuse	\$475
Tier III	PDQ + Tier II & LCD Display, Speaker, Volume or Channel Rotary Switches, Face Plate Housing	\$535
Tier IV*	PDQ + Tier III and/or Surface or Component Work on Board, LTB LCD color display	\$665
Factory Repair	Replacement of Systems, RX or Options Board, PA VSWR, SYNN Lock Error, Full Factory Reset, Test, Tune, and Align	\$720

**Install Kit, Power Cord, Microphones, External Speakers, Remote Mount Cables are additional costs*



MOBILE BK Remote Control Head REPAIR for **KNG Models**

Product	Details	Flat Rate
KAA0660	Remote Control Head Plug & Play KNG-Mxxx In House Repair	\$380
Factory Repair	Factory Repair Remote Control Head Plug & Play KNG-Mxxx	\$525



ONE RADIO PER REPAIR FORM REPAIR FORM



361 Railroad Ave. Nevada City, CA 95959 | 800-552-0707 x3 | 530-477-2590 x3 | Fax 530-478-9188 | www.49erCommunications.com | repairs@bkradio.tech

Please fill out form completely. **One form for every radio being serviced.**

Date (mm/dd/yy):

Customer Information

Bill To: Company/Dept: Name/Atten:
 Street Address:
 City: State: Zip:
 Phone: Mobile: Email:
 Preferred Method of Communication: Text Phone Email

Ship To: Company/Dept: Name/Atten:
 Street Address:
 City: State: Zip:
 ★ If different than Billing Address

Radio Unit Information

Model #: Serial #: Mobile Portable
 Warranty Repair? * Yes No If Yes, Date Purchased: Invoice #:

*Warranty repairs for radios purchased from 49er Communications within the warranty period are handled for free of charge. There is a \$75 handling fee for radios submitted for repair which were not purchased from 49er Communications.

Accessories Included:

Battery Headset Dust Cover
 Antenna Charger Clip
 Remote Mic Power Supply Bracket
 None Keypad Cover

Symptoms:

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

We cannot give you a firm estimate on your repair. However, once a tech receives your radio, they're well on their way to repairing it. You agree by signing this form and sending in your radio for repair, that the cost of this repair will range anywhere from Tier 1 to Tier IV based on the parts needed for your repair or upgrade.

Billing Information

DESCRIBE THE SYMPTOMS OF THIS RADIOS' PROBLEM WITH GREAT DETAIL

Existing Customer, Bill Account PO# Expedited*
 Charge total amount to my: VISA MasterCard Discover
 Card # CVV2 - 3 Digit Expiration Date (mm/yy):
 Authorized Signature: Print name as it appears on Card:

<input checked="" type="checkbox"/>	GPH/DPH PDQ PIMP-IT-OUT Treatment		
<input type="checkbox"/>	Stealth (Black)		\$150
<input type="checkbox"/>	Stinger (Yellow)		
	Choose Front Cover:	Yellow Black	\$175
	Choose Back Cover:	Yellow Black	

PRINT THIS FORM & PLACE IN BOX WITH RADIO
Please see packing & shipping instructions.

Employee Use Only

Date Received:
 Carrier: UPS FedEx USPS Drop Off Other
 Carrier Speed: Express Ground 3 Day 2 Day Next Day Snail
 Received By:
 Date Repair Completed:
 Technician: Work Order#:

*Expedited repairs will reduce repair time from 10 days to 2 days. **This does not include transportation time.**



SERVICE DEPARTMENT

361 Railroad Ave. Nevada City, CA 95959 | 800-552-0707 x3 | 530-477-2590 x3 | Fax 530-478-9188 | www.49erCommunications.com | repairs@bkradio.tech

49er Communications, a Factory Certified Repair Center, has perfected the process for expediting two-way radio repairs known as our PDQ Repair and QA Inspection Program. We understand how important it is for you to get your radio(s) back quickly, fulfilling the expectation that they'll be in tip-top performance upon delivery back to you. Over the past 20years we've developed a system where all incoming transceivers get the full TLC treatment, which includes:

1) Visual inspection and cleaning of the:

Internal circuit boards • Solders • Components • Parts & Pieces of the radio

2) Complete thorough bench testing:

Tuning and aligning the unit back to factory specifications.

3) Detailed inspection and cleaning of the unit exterior.

4) Quality Assurance testing prior to return shipment.

PDQ RADIO REPAIR PROCESS

- 1) Fill out ONE repair form per radio.
- 2) Once your radio(s) are received by our warehouse, we will send you confirmation by way of your preferred communication method .
- 3) Our goal is to repair your radios within 10 days of receiving them.
- 4) You will receive a tracking # from the shipping carrier when your radio(s) leave our facility on their way back to you.

We ship using the same speed at which you sent them to us. For example, if you shipped using UPS Ground, we will return them Ground, if you shipped using Next Day Air, we return your package Next Day Air.

PACKING & SHIPPING INSTRUCTIONS

- 1) **Use a corrugated box.** 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 been used before, remove all existing shipping labels.
- 2) **Wrap each unit separately with packing material.** If you are placing more than one unit in one box, each item should be wrapped well, and then additional packing material should go between units. Allow approximately 2-4 inches of packing material between the units and all sides of the box. Examples of packing materials are; foam peanuts, bubble wrap, newsprint, etc.
- 3) **Include repair form.** Before sealing the box, make sure to put a copy of the repair form in the box, preferably rubber banded to the unit to be repaired (keep a copy of the repair form for your records as well).
- 4) **Close box securely.** Make sure the box is sealed tightly with plastic packing tape.
- 5) **Ship via an insured method to:** 49er Communications, 361 Railroad Ave., Nevada City, CA 95959.



Did You... *Pimp-It-Out?!?*

