



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 20 years 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.

Repair turnaround time is 10 business days, Tier IV (see table below) 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	\$240
Tier III	PDQ + Tier II & LCD Display, Speaker, Switch Boot, Volume or Channel Rotary, Switches, Top Plate, Antenna Repair, O Rings, Rubber Keypad Cover, Aux Jack, Mic	\$275
Tier IV	PDQ + Tier III and/or Surface or Component Work at Board Level, Replace LCD Keyboard Display, Systems, RX or Options Board, Toggle Switches	\$395
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	\$249
Tier II	PDQ + Gaskets, Screws, Washers, Capacitors, Channel & Volume Knobs, Flex Ribbon, Inlays, Bezel, Nuts, Silicon Key Caps, Stickers, Fuse	\$325
Tier III	PDQ + Tier II & LCD Display, Speaker, Volume or Channel Rotary Switches, Face Plate Housing	\$375
Tier IV	PDQ + Tier III and/or Surface or Component Work on Board, Replacement of Systems, RX or Options Board	\$450

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

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.



Beware of impostors! As unscrupulous as it may seem, there are radio shops out there who claim to have their own radio technicians whom simply receive your radios in and then ship them back out to independent contractors. This type of shady business creates a security breach, exposing your frequencies and encryption keys to unknown 3rd parties. By pretending to be something they're not, they're creating a liability for public safety professionals. In this day and age 49er Communications understands how critical protecting your data from unknown sources truly is!



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.

Repair turnaround time is 10 business days, Tier IV (see table below) repairs can take longer.

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 + PTT Repair, Gaskets, Screws, Washers, Capacitors, Channel & Volume Knobs, Flex Ribbon, Inlays, Bezel, Nuts, Rubber Keypad Cover, Cloths, Back Plate, Standoff	\$295
Tier III	PDQ + Tier II & LCD Display, Speaker, Switch Boot, Volume or Channel Rotary, Switches, Top Plate, Antenna Repair, O Rings, Rubber Keypad Cover, Aux Jack, Mic	\$385
Tier IV	PDQ + Tier III and/or Surface or Component Work at Board Level, Replace LCD Keyboard Display, Systems, RX or Options Board	\$475

**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, Silicon Key Caps, 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, Replacement of Systems, RX or Options Board	\$625

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

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.



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 | service@badass.company

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 (Text is Recommended)

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

Symptoms:

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

We cannot call to give you a firm estimate on your repair. Once a tech receives your radio they're well on their way to repairing it. You agree that by sending in your radio for repair, the cost of this repair will range anywhere from Tier 1 to Tier IV based on your radio's repair schedule.

DESCRIBE THE SYMPTOMS OF THIS RADIOS' PROBLEM WITH GREAT DETAIL

Billing Information

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

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

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#:



SERVICE DEPARTMENT

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?!



Thank you for choosing 49er Communications
for your radio service & repair needs!

