



49er Communications, a West Coast Radio 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.

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, ground shipping included, expedited available upon request, fees apply.

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 turn around time is 10 business days, Tier IV repairs can take longer. Radios being sent to the Factory for repair will have extended lead times.

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, Channel & Volume Knobs, Flex Ribbon, Inlays, Bezel, Nuts, Stickers, Fuse	\$495
Tier III	PDQ + Tier II & LCD Display, Speaker, Volume or Channel Rotary Switches, Face Plate Housing, Mic Jack	\$555
Tier IV*	PDQ + Tier III and/or Surface or Component Work on Board, LTB LCD color display	\$675
Factory Repair	Replacement of Systems, RX or Options Board, PA VSWR, SYNN Lock Error, Full Factory Reset, Test, Tune, and Align	\$800

**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
KA0660	Remote Control Head Plug & Play KNG-Mxxx In House Repair	\$395
Factory Repair	Factory Repair Remote Control Head Plug & Play KNG-Mxxx	\$540

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

We regret to inform you that we can no longer offer repairs on Legacy mobile radios due to the discontinuation of parts. We apologize for any inconvenience this may cause and encourage you to consider upgrading to a newer model. Thank you for your understanding.



**PORTABLE BK RADIO REPAIR SCHEDULE** for Radio Models **BKR5000**

Repair Tier	Repair Details Include	Flat Rate
Factory Repair	Factory Repair of BKR5000 Handheld Radios	\$750

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

Repair Tier	Repair Details Include	Flat Rate
PDQ Tier I	TLC Treatment	\$245
Tier II	PDQ+ Gaskets, Screws, Washers, Channel & Volume Knobs, Flex Ribbon, Inlays, Bezel	\$345
Tier III	PDQ+ Tier II & Internal LCD Display, Volume or Channel Rotary, Switches, Antenna Repair, O Rings, Internal PTT	\$425
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	\$545
Factory Repair	Replacement of Systems, RX or Options Board, LCD Keyboard Display, Full Factory Reset, Test, Tune, and Align	\$685

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

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

Repair Tier	Repair Details Include	Flat Rate
PDQ Tier I	TLC Treatment	\$215
Tier II	PDQ+ PTT Repair, Gaskets, Screws, Washers, Channel & Volume Knobs, Flex Ribbon, Inlays, Bezel, Nuts, Cloths, Back Plate, Standoff, Fuse	\$290
Tier III	PDQ+ Tier II & LCD Display, Speaker, Switch Boot, Volume/Channel Rotary, Lexan Faceplate, Switches, Top Plate, Antenna Repair, O Rings, Rubber Keypad, Aux Jack, Capacitors, Mic	\$345
Tier IV*	PDQ+ Tier III and/or Surface or Component Work at Board Level, Replace CMD LCD Keyboard Display, Toggle Switches	\$475

**Due to the discontinuation of parts we are unable to guarantee a repair for a legacy portable radio. Minimum Bench Fee is \$99, bench fee applies to all radios deemed unrepairable. We encourage you to consider upgrading to a newer model.

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*



ONE RADIO PER REPAIR FORM REPAIR FORM



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

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#
 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)		\$175
	Choose Front Cover:	Yellow Black	
	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: WorkOrder#:



SERVICE DEPARTMENT

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

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. Radios going to the Factory for repair will have extended lead times.
- 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. Warranty repairs for radios purchased from 49er Communications within the warranty period are handled free of charge, ground shipping included, expedited available upon request, fees apply.

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.

