



Field Service Bulletin

FSB-0109-01
January 26, 2009

Date: January 26, 2009

To: All EFJohnson customers, dealers, and employees

Subject: Second Chance Warranty Program for Portable and Mobile Radios

EFJohnson radios come with a one-year standard warranty. Customers may purchase extended warranties at the time of the radio purchase. However, if you are unable to purchase extended warranties at the time of the original radio purchase, the Second Chance Warranty Program enables you to extend the warranty on a radio after the initial radio sale date. The Second Chance Warranty Program enables you to extend the original warranty coverage of repair services of EFJohnson radio products for a period of one to four years after the standard or extended warranty expires. You must purchase the Second Chance Warranty prior to the expiration date of the original warranty.

Second Chance Warranty Pricing for Portable and Mobile Radios

Model Series: 5100, 51SL, Ascend Portable, 5100 ES, 51SL ES, Ascend Portable ES, 5300, 53SL, Ascend Mobile, 5300 ES, 53SL ES, and Ascend Mobile ES

2 nd Chance Warranty	1 year	2 year	3 year	4 year
If Purchased within the 1st Year	299-0045-075 \$70	299-0045-076 \$145	299-0045-077 \$225	299-0045-078 \$375
Radio is less than 4 Years Old**	299-0045-079 \$150	N/A	N/A	N/A

** Available only if radio is under warranty and is less than 4 Years old. Price stated is the annual price.

Second Chance Warranty Terms and Conditions:

- Radios must be within either the standard or extended warranty at the time of the Second Chance Warranty purchase.
- Second Chance Warranty must be purchased on all radios from the original sales order at the same time. No partial purchases will be accepted.
- Only a total of 4 years of extended warranty may be purchased from the date of original radio shipment.
- Second Chance Warranty does not cover radio accessories.
- All other provisions of the EFJohnson Product Warranty apply.

For Questions regarding this Service Bulletin, please contact EFJohnson at 1-800-328-3911 press 3