



Field Service Bulletin

FSB-0109-02
January 26, 2009

Date: January 26, 2009

To: All EFJohnson customers, dealers, and employees

Subject: Extended Warranty Program for Portable and Mobile Radios

EFJohnson radios come with a one-year standard warranty. The Extended 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 warranty expires. The Extended Warranty must be purchased at the time of the radio purchase.

The Extended Warranty program has been updated to the following:

- Now offering a 4-Year Extended Warranty
- A single part number and pricing now covers both Portables & Mobiles for 1-year, 2-year, 3-year and 4-year extended warranties as illustrated in the table below

Extended 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

| Extended Warranty* | | | |
|--------------------|--------------|--------------|--------------|
| 1 Year | 2 Year | 3 Year | 4 Year |
| 299-0045-017 | 299-0045-013 | 299-0045-029 | 299-0045-041 |
| \$45 | \$95 | \$150 | \$250 |

* Extended Warranty must be purchased at the time of radio purchase.

Extended Warranty Terms and Conditions:

- Extended 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
- Extended 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