



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.



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 | \$295 |
| 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 | \$200 |
| Tier II | PDQ + Gaskets, Screws, Washers, Capacitors, Channel & Volume Knobs, Flex Ribbon, Inlays, Bezel, Nuts, Silicon Key Caps, Stickers, Fuse | \$330 |
| Tier III | PDQ + Tier II & LCD Display, Speaker, Volume or Channel Rotary Switches, Face Plate Housing | \$390 |
| Tier IV* | PDQ + Tier III and/or Surface or Component Work on Board, Replacement of Systems, RX or Options Board | \$480 |

**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 + PTT Repair, Gaskets, Screws, Washers, Capacitors, Channel & Volume Knobs, Flex Ribbon, Inlays, Bezel, Nuts, Rubber Keypad Cover, Cloths, Back Plate, Standoff | \$290 |
| 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 | \$345 |
| Tier IV* | PDQ + Tier III and/or Surface or Component Work at Board Level, Replace LCD Keyboard Display, Systems, RX or Options Board | \$445 |

*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

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.



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 ☐ (Text is Recommended)

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

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

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.

DESCRIBE THE SYMPTOMS OF THIS RADIOS' PROBLEM WITH GREAT DETAIL

Billing Information

☐ Existing Customer, Bill Account PO# ☐ Expedited*
☐ 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 | | |
| <input type="checkbox"/> | Stealth (Black) | | \$150 |
| <input type="checkbox"/> | 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"/> | |

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

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#:



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?!?

