



WAVE™ TWO-WAY RADIO

TLK 100

USER GUIDE

EN-US

AUGUST 2018

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MN005173A01-AA

Declaration of Conformity

Declaration of Conformity

Per FCC CFR 47 Part 2 Section 2.1077(a)



Responsible Party

Name: Motorola Solutions, Inc.

Address: 1303 East Algonquin Road, Schaumburg, IL 60196-1078, U.S.A.

Phone Number: 1-800-927-2744

Hereby declares that the product:

Model Name: **TLK 100**

conforms to the following regulations:

FCC Part 15, subpart B, section 15.107(a), 15.107(d), and section 15.109(a)

Class B Digital Device

As a personal computer peripheral, this device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1 This device may not cause harmful interference, and
- 2 This device must accept any interference received, including interference that may cause undesired operation.

**NOTICE:**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or TV technician for help.

For country code selection usage (WLAN devices)

**NOTICE:**

The country code selection is for non-US model only and is not available to all US models. Per FCC regulation, all Wi-Fi products marketed in the US must be fixed to US operation channels only.

Wireless Device Country Approvals Regulatory markings, subject to certification, are applied to the device signifying that the radio(s) is/are approved for use in the US. Operation of the device without regulatory approval is illegal.

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Important Safety Information

ATTENTION!

This radio is designed to meet General Population usage. Before using the radio, read the RF Energy Exposure and Product Safety Guide for Portable Two-Way Radios which contains important operating instructions for safe usage and RF energy awareness and control for Compliance with applicable standards and Regulations.

For a list of Motorola Solutions-approved antennas and other accessories, visit the following website:

<http://www.motorolasolutions.com>

Any modification to this device, not expressly authorized by Motorola Solutions, may void the user's authority to operate this device.

Notice to Users

This device complies with Part 15 of the FCC rules per the following conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

**CAUTION:**

Changes or modifications made to this device, not expressly approved by Motorola Solutions, could void the authority of the user to operate this equipment.

Handling Precautions

Your radio meets IP54 specifications, allowing your radio to withstand adverse field conditions such as being exposed to water or dust.

- Keep your radio clean and exposure to water should be avoided to help ensure proper functionality and performance.
- To clean the exterior surfaces of the radio, use a diluted solution of mild dishwashing detergent and fresh water (for example, one teaspoon of detergent to one gallon of water).
- These surfaces should be cleaned whenever a periodic visual inspection reveals the presence of smudges, grease, and/or grime.

**CAUTION:**

The effects of certain chemicals and their vapors can have harmful results on certain plastics. Avoid using aerosol sprays, tuner cleaners, and other chemicals.

Software Version

All the features described in the following sections are supported by the software version **R01.00.00** or later.

Check with your dealer or system administrator for more information.

Copyrights and Trademarks

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<http://docs.motorolasolutions.com/legal/TLK100.html>

Disclaimer

Please note that certain features, facilities, and capabilities described in this document may not be applicable to or licensed for use on a specific system, or may be dependent upon the characteristics of a specific subscriber unit or configuration of certain parameters. Please refer to your Motorola Solutions contact for further information.

Getting Started

How to Use This Guide

This user guide covers the basic operation of the TLK 100 Wave Two-Way Radio.

Your dealer or system administrator can customize your radio for your specific needs. Check with your dealer or system administrator for more information.

What Your Dealer/System Administrator Can Tell You

You can consult your dealer or system administrator about the following:

- What are the functions of each button?
- Which optional accessories may suit your needs?
- What are the best radio usage practices for effective communication?
- What maintenance procedures promote longer radio life?

Basic Operations

This chapter explains the operations to get you started on using the radio.

Charging the Battery

Your radio is powered by a Lithium-Ion (Li-Ion) battery.

- You must turn off the radio when charging with Single Unit Charger (PMLN7109_) and Multi-Unit Charger (PMLN7101_).
- To comply with warranty terms and avoid damages, charge the battery using a Motorola Solutions charger exactly as described in the charger user guide.

**NOTICE:**

All Motorola Solutions chargers can charge only Motorola Solutions authorized batteries. Other batteries may not charge.

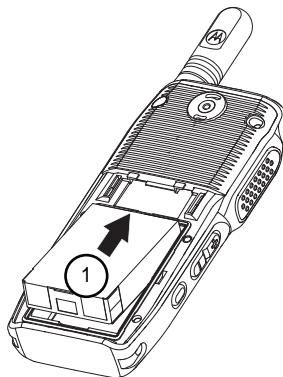
- For best performance, charge a new battery 4 to 5 hours before initial use.

Batteries charge best at room temperature.

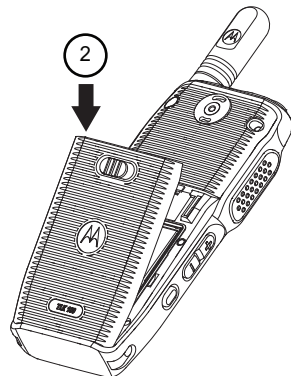
The display shows the battery charging animation momentarily. When charging is in progress, the red LED lights up. When charging is complete, the green LED illuminates until you detach the charger.

Attaching the Battery

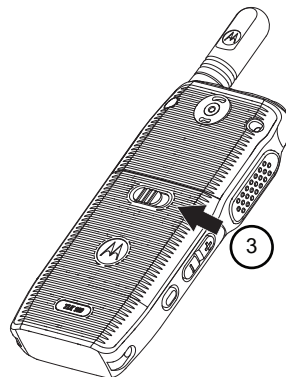
- 1 Align the battery contacts with the contacts inside the battery compartment.
 - a Insert the contact side of the battery first.
 - b Gently push the battery into place.



- 2 Attach the battery cover by aligning it in place and slide the battery latch until it snaps into place.



- 3 Slide the battery latch into lock position.



Attaching and Removing the Antenna

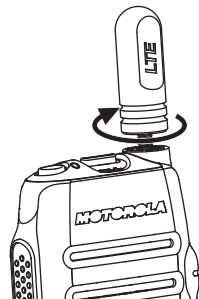


CAUTION:

If you must replace the antenna, ensure that you use TLK 100 antennas only. Neglecting this action damages your radio. See [Authorized Accessories List on page 29](#) for recommended antennas.

Turn off your radio.

- To attach the antenna, set the antenna in the receptacle and turn clockwise.



- To remove the antenna, turn the antenna counterclockwise.

Adjusting the Volume

- To increase the volume level, press the **Volume Up** button.
- To decrease the volume level, press the **Volume Down** button.

Turning the Radio On or Off

- To turn on your radio, press the **Power/Info** button.



NOTICE:

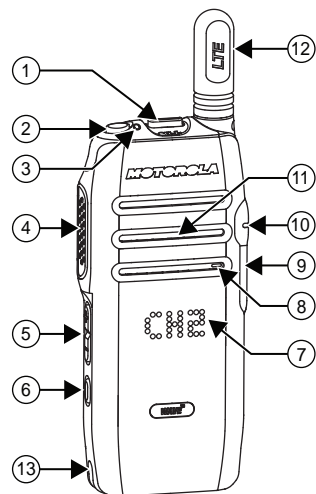
When your radio is charging, long press the **Power/Info** button to turn on your radio.

The green LED illuminates and the display shows a power-on animation.

- To turn off your radio, long press the **Power/Info** button.

Radio Controls

This chapter explains the buttons and functions to control the radio.



- 1 Talkgroup/Contact List Scroll Rocker
- 2 Power/Info Button
- 3 LED Status Indicator
- 4 Push-to-Talk (PTT) Button

- 5 Volume Button
- 6 Menu/Contact List Button
- 7 LED Display
- 8 Microphone
- 9 USB Port
- 10 Audio Accessory Port
- 11 High-Output Speaker
- 12 LTE Antenna
- 13 Charging Contacts






Status Indicators












This chapter explains the Icons, battery capacity information, LED indicators, and tones used in the radio.









Icons

The following table shows icons which appear on your radio display, and their description.

Table 1: Display Icons

Icon	Description
	Battery Level
	Battery Charging
	Battery Charging Error
	Volume Level
	Mute Mode


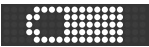


Icon	Description
	Brightness Level
	Do Not Disturb On
	Do Not Disturb Off
	Voice Announcements On
	Voice Announcements Off
	Alert Tones On
	Alert Tones Off
	Cellular Strength
	Cellular On
	Cellular Off
	Cellular Unavailable

Icon	Description
	Wi-Fi Strength
	Wi-Fi On
	Wi-Fi Off
	Wi-Fi Unavailable
	Location On
	Location Off
	Downloading Software/Software Available ¹
	Log Created/Uploading Log ²

Battery Capacity



The following table provides the battery capacity information of your radio. Icons and LED Indication appear when you press Power/Info button.

Table 2: Battery Capacity

Icon	LED In- dication	Voice An- nouncement	Descrip- tion
	● Solid green	Battery high	80%–100% capacity
	● Solid amber	Battery medi- um	60%–80% capacity
	● Solid amber	Battery medi- um	25%–60% capacity
	● Blink- ing red	Battery low	5%–25% capacity

¹ When software is available, the display shows a static down arrow. When software is downloading, the display shows an animated down arrow.

² When log is created, the display shows a static down arrow. When log is uploading, the display shows an animated up arrow.

Icon	LED In- dication	Voice An- nouncement	Descrip- tion
	 Blink- ing red	Battery low	Less than 5% capacity

LED Indicators

LED indicators show the operational status and battery charging status of your radio.

Table 3: Operational Status and Charging Status

LED Indica- tion	Operational Mode	Charge Only Mode
Solid green	<ul style="list-style-type: none">• Radio is power- ing on• Radio is trans- mitting	Fully charged
Blinking green	<ul style="list-style-type: none">• Incoming call	Not applicable

LED Indica- tion	Operational Mode	Charge Only Mode
	<ul style="list-style-type: none">• During call hang- time	
Solid red	Not applicable	Rapid charge
Blinking red	<ul style="list-style-type: none">• Out-of-service• Charging failure• Faulty battery	<ul style="list-style-type: none">• Charging failure• Faulty bat- tery
Blinking red slowly	Radio out of range	Radio out of range
Blinking green and amber	In Do Not Disturb (DND) mode	Not applicable
No indication	<ul style="list-style-type: none">• Radio powered off• Radio kill³• Radio is idle	Not applicable

³ Check with your dealer or system administrator for more information.

Tones

The following are the tones that sound through on the radio speaker.



High Pitched Tone



Low Pitched Tone

Audio Tones

Audio tones provide you with audible indications of the status, or response to data received on the radio.



Continuous Tone

A monotone sound. Sounds continuously until termination.



Periodic Tone

Sounds periodically depending on the duration set by the radio. Tone starts, stops, and repeats itself.



Repetitive Tone

A single tone that repeats itself until it is terminated by the user.



Momentary Tone

Sounds once for a short duration set by the radio.

Indicator Tones

Indicator tones provide you with audible indications of the status after an action to perform a task is taken.



Positive Indicator Tone



Negative Indicator Tone

Radio Calls

This chapter explains the operations to receive, respond to, make, and stop calls. Calls supported are Group, Private, and Broadcast calls.

Talkgroup and Contact List

Use the **Talkgroup/Contact List Scroll Rocker** to see and scroll through the talkgroup and contact list.

Switching Groups or Contacts

Long press the **Menu/Contact List** button to switch talkgroups or contacts.

Group Calls

Your radio must be configured as part of a group to receive a call from or make a call to the group of users.

Responding to Group Calls

When you receive a Group Call:

- The green LED blinks.
- Your radio generates a momentary incoming call alert tone before unmuting to the caller's audio.

- 1 To respond to the call, press PTT button.
The green LED lights up.

-
- 2 Wait for the Talk Permit Tone to end and speak clearly into the microphone.

-
- 3 Release the **PTT** button to listen.



NOTICE:

The call ends when there is no voice activity for a predetermined period.

Making Group Calls

- 1 Select a channel with the active talkgroup.
- 2 Press the **PTT** button to make the call.

The green LED lights up. The display shows the talkgroup alias.

- 3 Wait for the Talk Permit Tone to end and speak clearly into the microphone.
-

- 4 Release the **PTT** button to listen.

The green LED blinks when the target radio responds. The display shows the talkgroup alias.



NOTICE:

The call ends when there is no voice activity for a predetermined period. The radio returns to the screen you were on before initiating the call.

Private Calls

A Private Call is a call from an individual radio to another individual radio.

Making Private Calls

- 1 Long press **Menu/Contact List** button.
-

- 2 To select contact, scroll contact list using **Talkgroup/Contact List Scroll Rocker** until the right contact is displayed.



NOTICE:

If "X" precedes the contact, the contact is in Do Not Disturb (DND) mode and a reject tone sounds when **PTT** button is pressed.

- 3 Press the **PTT** button to make the call.

The green LED lights up. The display shows the caller alias.

- 4 Wait for the Talk Permit Tone to end and speak clearly into the microphone.
-

- 5 Release the **PTT** button to listen.
-

Responding to Private Calls

When you receive a Private Call:

- The green LED blinks.
- Your radio generates an inbound call alert tone before the inbound audio call.

- You hear a short alert tone the moment the transmitting radio releases the **PTT** button, indicating the channel is free for you to respond.

1 To respond to the call, press **PTT** button.

The green LED lights up.

2 Wait for the Talk Permit Tone to end and speak clearly into the microphone.

3 Release the **PTT** button to listen.



NOTICE:

The call ends when there is no voice activity for a predetermined period.

Utilities

This chapter explains the operations of the utility functions available in your radio.

Checking Radio Information

Short press the **Power/Info** button repeatedly.

The radio displays one of the following depending on the mode/state.

- 1 Radio Stun⁴
- 2 Battery/Charging Status
- 3 Wi-Fi Status
- 4 Cellular Status
- 5 Downloading Software
- 6 Software Available⁵
- 7 Logs Available
- 8 Uploading Logs

⁴ Check with your dealer or system administrator for more information.

⁵ Icon will be visible if new software is available. Restart the radio to install new software.

9 Radio Name

Checking Battery Strength

Follow the procedure to check the battery level of your radio.

Press the **Power/Info** button.

One of the following occurs:

- The LED lights up solid green indicating high battery capacity.
- The LED lights up solid yellow indicating medium battery capacity.
- The LED blinks red indicating low battery capacity.

Cellular and Wi-Fi Values

The number of bars displayed represents the radio signal strength.

Four bars indicate the strongest signal. This icon is only displayed while receiving.

Checking Cellular/Wi-Fi Signal Strength

Follow the procedure to check the Cellular/Wi-Fi signal strength.

Short press the **Power/Info** button when the radio is powered on.

The radio displays the Cellular icon and Wi-Fi icon and shows the current values.

Do Not Disturb (DND)

DND allows you to change the status of the radio from the "presence" state to "do not disturb".

When DND is on, you will not be able to receive a private call.

Turning Do Not Disturb (DND) On or Off

1 To scroll through a list of menu items, short press the **Menu/Contact List** button.

2 Locate the DND option.

3 To turn on DND, press the **Volume** up button. To turn off, press the **Volume** down button.

If DND is on, the following occurs:

- Voice Announcement sounds Do Not Disturb On.
- The display shows DND with a check mark.
- The LED displays a blinking green light and amber light periodically.

If DND is off, the following occurs:

- Voice Announcement sounds Do Not Disturb Off.
 - The display shows DND with an "X" mark.
-

Turning Voice Announcement On or Off

The Voice Announcement feature enables radio audible feedback

- 1 To scroll through a list of menu items, press the **Menu/Contact List** button.

- 2 Locate Voice Announcement option (VA).

- 3 To turn on Voice Announcement, press the **Volume** up button. To turn off, press the **Volume** down button.

If Voice Announcement is on, the following occurs:

- Voice Announcement sounds Voice Announcement On.
- All Voice Announcement tones are turned on.

If Voice Announcement is off, the following occurs:

- Voice Announcement sounds Voice Announcement Off.
 - All Voice Announcement tones are turned off.
-

Turning Radio Alert Tones On or Off

You can enable and disable all radio tones and alerts.

- 1 To scroll through a list of menu items, press the **Menu/Contact List** button.

- 2 Locate Alert Tones option.

- 3 To turn on alert tones, press the **Volume** up button. To turn off, press the **Volume** down button.

If Alert Tones is on, the following occurs:

- Voice announcement sounds All Alert Tones On.
- All tones and alerts are turned on.

If Alert Tones is off, the following occurs:

- Voice announcement sounds All Alert Tones Off.
 - All tones and alerts are turned off.
-

Adjusting the Display Brightness

- 1 To scroll through a list of menu items, press the **Menu/Contact List** button.
-

- 2 To select the level of brightness, locate the Display Brightness option, press the **Volume** buttons up or down.

If you select Level 1:

- Voice Announcement sounds Brightness Level One.
- The screen shows very low display brightness.

If you select Level 2:

- Voice Announcement sounds Brightness Level Two.
- The screen shows low display brightness.

If you select Level 3:

- Voice Announcement sounds Brightness Level Three.
- The screen shows medium display brightness.

If you select Level 4:

- Voice Announcement sounds Brightness Level Four.
 - The screen shows high display brightness.
-

Turning Radio Location On or Off

This feature can only be accessed when enabled. Check with your dealer or system administrator for more information.

- 1 To scroll through a list of menu items, press the **Menu/Contact List** button.
-

- 2 Locate Radio Location (LOC) option.
-

- 3 To turn on Radio Location, press the **Volume** up button. To turn off, press the **Volume** down button.

If Location is on, the radio behaves in the following way:

- Voice Announcement sounds Location Service On.
- The display shows a check mark.

If Location is off, the radio behaves in the following way:

- Voice Announcement sounds Location Service Off.
 - The display shows an "X" mark.
-

Turning Wi-Fi On or Off

- 1 To scroll through a list of menu items, press the **Menu/Contact List** button.
-

- 2 Locate Wi-Fi option (WI).
-

- 3 To turn on Wi-Fi, press the **Volume** up button. To turn off, press the **Volume** down button.

If Wi-Fi is on, the following occurs:

- Voice Announcement sounds Wi-Fi On.
- The display shows a check mark.

If Wi-Fi is off, the following occurs:

- Voice Announcement sounds Wi-Fi Off.
 - The display shows an "X" mark.
-

Turning Radio Cellular On or Off

- 1 To scroll through a list of menu items, press the **Menu/Contact List** button.
-

- 2 Locate Cellular option (CEL).
-

- 3 To turn on Cellular, press the **Volume** up button. To turn off, press the **Volume** down button.

If Cellular is on, the following occurs:

- Voice Announcement sounds Cellular On.
- The display shows a check mark.

If Cellular is off, the following occurs:

- Voice Announcement sounds Cellular Off.
 - The display shows an "X" mark.
-

Authorized Accessories List

Motorola Solutions provides a list of accessories to improve the productivity of your radio.

Antenna

- Gray Antenna ID Band (pack of 10) (32012144001)
- Yellow Antenna ID Band (pack of 10) (32012144002)
- Green Antenna ID Band (pack of 10) (32012144003)
- Blue Antenna ID Band (pack of 10) (32012144004)
- Purple Antenna ID Band (pack of 10) (32012144005)
- LTE Antenna (HKAN4002_)

Batteries

- Li-Ion 2300 mAh Battery (PMNN4468_)

Carry Devices

- Nylon Wrist Strap (PMLN6074_)
- Heavy-Duty Swivel Belt Clip (PMLN7128_)
- Swivel Carry Holster (PMLN7932_)

Chargers

- 1.5 A Power Supply, Micro USB, US Plug (PS000150A11)
- Multi-Unit Charger, US Plug (PMLN7101_)
- Single Unit Charger, US Plug (PMLN7109_)

Earbuds and Earpieces

- Replacement Foam Plug-Ins (5080384F72)
- Earbud with In-line Mic/Push-To-Talk (PTT), MagOne (PMLN7156_)
- 2-Wire with Transparent Tube, Black (PMLN7157_)
- 1-Wire Surveillance Earpiece, In-Line Mic and Push-To-Talk (PTT) (PMLN7158_)
- Adjustable D-Style with In-Line Mic and Push-To-Talk (PTT) (PMLN7159_)
- Swivel Earpiece, In-line Mic and Push-To-Talk (PTT) (PMLN7189_)
- Quick Disconnect Acoustic Tube (RLN6242_)
- Replacement Ear Tips (Pack of 50) (RLN6282)

Miscellaneous Accessories

- Battery Door (HKLN4678_)

Batteries and Chargers Warranty

The Workmanship Warranty

The workmanship warranty guarantees against defects in workmanship under normal use and service.

TLK 100 Batteries	12 Months
Chargers (Single-Unit and Multi-Unit, Non-Display)	12 Months

The Capacity Warranty

The capacity warranty guarantees 80% of the rated capacity for the warranty duration.

Lithium-Ion (Li-Ion) Batteries	12 Months
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Limited Warranty

MOTOROLA SOLUTIONS COMMUNICATION PRODUCTS

I. WHAT THIS WARRANTY COVERS AND FOR HOW LONG:

Motorola Solutions, Inc. ("Motorola Solutions") warrants the Motorola Solutions manufactured Communication Products listed below ("Product") against defects in material and workmanship under normal use and service for a period of time from the date of purchase as scheduled below:

TLK 100 Radios	12 Months
Product Accessories	12 Months

Motorola Solutions, at its option, will at no charge either repair the Product (with new or reconditioned parts), replace it (with a new or reconditioned Product), or refund the purchase price of the Product during the warranty period provided it is returned in accordance with the terms of this warranty. Replaced parts or boards are warranted

for the balance of the original applicable warranty period. All replaced parts of Product shall become the property of Motorola Solutions.

This express limited warranty is extended by Motorola Solutions to the original end user purchaser only and is not assignable or transferable to any other party. This is the complete warranty for the Product manufactured by Motorola Solutions. Motorola Solutions assumes no obligations or liability for additions or modifications to this warranty unless made in writing and signed by an officer of Motorola Solutions.

Unless made in a separate agreement between Motorola Solutions and the original end user purchaser, Motorola Solutions does not warrant the installation, maintenance or service of the Product.

Motorola Solutions cannot be responsible in any way for any ancillary equipment not furnished by Motorola Solutions which is attached to or used in connection with the Product, or for operation of the Product with any ancillary equipment, and all such equipment is expressly excluded from this warranty. Because each system which may use the Product is unique, Motorola Solutions disclaims liability for range, coverage, or operation of the system as a whole under this warranty.

II. GENERAL PROVISIONS

This warranty sets forth the full extent of Motorola Solutions responsibilities regarding the Product. Repair, replacement or refund of the purchase price, at Motorola Solutions option, is the exclusive remedy. THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER EXPRESS WARRANTIES. IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. IN NO EVENT SHALL MOTOROLA SOLUTIONS BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, FOR ANY LOSS OF USE, LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, LOST PROFITS OR SAVINGS OR OTHER INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE SUCH PRODUCT, TO THE FULL EXTENT SUCH MAY BE DISCLAIMED BY LAW.

III. STATE LAW RIGHTS:

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATION ON HOW LONG AN IMPLIED

WARRANTY LASTS, SO THE ABOVE LIMITATION OR EXCLUSIONS MAY NOT APPLY.

This warranty gives specific legal rights, and there may be other rights which may vary from state to state.

IV. HOW TO GET WARRANTY SERVICE

You must provide proof of purchase (bearing the date of purchase and Product item serial number) in order to receive warranty service and, also, deliver or send the Product item, transportation and insurance prepaid, to an authorized warranty service location. Warranty service will be provided by Motorola Solutions through one of its authorized warranty service locations. If you first contact the company which sold you the Product (for example, dealer or communication service provider), it can facilitate your obtaining warranty service. You can also call Motorola Solutions at 1-800-927-2744.

V. WHAT THIS WARRANTY DOES NOT COVER

- 1 Defects or damage resulting from use of the Product in other than its normal and customary manner.

- 2 Defects or damage from misuse, accident, water, or neglect.
- 3 Defects or damage from improper testing, operation, maintenance, installation, alteration, modification, or adjustment.
- 4 Breakage or damage to antennas unless caused directly by defects in material workmanship.
- 5 A Product subjected to unauthorized Product modifications, disassembles or repairs (including, without limitation, the addition to the Product of non-Motorola Solutions supplied equipment) which adversely affect performance of the Product or interfere with Motorola Solutions normal warranty inspection and testing of the Product to verify any warranty claim.
- 6 Product which has had the serial number removed or made illegible.
- 7 Rechargeable batteries if:
 - any of the seals on the battery enclosure of cells are broken or show evidence of tampering.
 - the damage or defect is caused by charging or using the battery in equipment or service other than the Product for which it is specified.
- 8 Freight costs to the repair depot.
- 9 A Product which, due to illegal or unauthorized alteration of the software/firmware in the Product, does not function in accordance with Motorola Solutions published specifications or the FCC certification labeling in effect for the Product at the time the Product was initially distributed from Motorola Solutions.
- 10 Scratches or other cosmetic damage to Product surfaces that does not affect the operation of the Product.
- 11 Normal and customary wear and tear.

VI. PATENT AND SOFTWARE PROVISIONS

Motorola Solutions will defend, at its own expense, any suit brought against the end user purchaser to the extent that it is based on a claim that the Product or parts infringe a United States patent, and Motorola Solutions will pay those costs and damages finally awarded against the end user purchaser in any such suit which are attributable to any such claim, but such defense and payments are conditioned on the following:

- 1 Motorola Solutions will be notified promptly in writing by such purchaser of any notice of such claim,

- 2 Motorola Solutions will have sole control of the defense of such suit and all negotiations for its settlement or compromise, and
- 3 Should the Product or parts become, or in Motorola Solutions opinion be likely to become, the subject of a claim of infringement of a United States patent, that such purchaser will permit Motorola Solutions, at its option and expense, either to procure for such purchaser the right to continue using the Product or parts or to replace or modify the same so that it becomes non-infringing or to grant such purchaser a credit for the Product or parts as depreciated and accept its return. The depreciation will be an equal amount per year over the lifetime of the Product or parts as established by Motorola Solutions.

Motorola Solutions will have no liability with respect to any claim of patent infringement which is based upon the combination of the Product or parts furnished hereunder with software, apparatus or devices not furnished by Motorola Solutions, nor will Motorola Solutions have any liability for the use of ancillary equipment or software not furnished by Motorola Solutions which is attached to or used in connection with the Product. The foregoing states the entire liability of Motorola Solutions with respect to infringement of patents by the Product or any parts thereof.

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VII. GOVERNING LAW

This Warranty is governed by the laws of the State of Illinois, U.S.A.

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