



Service & Repair Notes (SRN)

Bulletin

Technical Information

Government & Enterprise Mobility Solutions - GEMS
1301 E. Algonquin Road
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From: Paging Products Group

SUBJECT: Minitor V Charger Amplifier Related Battery or Pager Failures

SYSTEMS AFFECTED: Minitor V pagers and batteries when using a Charger Amplifier

MODELS & OPTIONS AFFECTED: All Minitor V pagers and batteries when using a Charger Amplifier

SYMPTOM: Battery will not charge or battery / pager appear to be dead after charging in a charger amplifier

CAUSE: Is under investigation by Motorola Paging Engineering Team

Workaround: The paging products group recommends the immediate discontinued use of the charger amplifier.

- 1) If any of your customers are using a charger amplifier and are experiencing the symptoms listed above and do not already have a standard charger for the pagers, please contact Motorola TSO at 800-927-2744 prompts 3-4-1 and request a standard charger and battery, if needed.
- 2) If the customer already has a standard chargers and the battery is defective, please contact Motorola Parts Department at 800-422-4210 to obtain a warranty battery replacement.
- 3) If the pager is defective, please return to your regional Motorola Service Center for repair.

**Note – if it can not be determined if the battery or pager are defective, please contact your local dealer or return both to the Radio Support Center.

This is an informational bulletin only. No reference to warranty is implied or intended.