

LMR SYSTEMS



# Peace of Mind Guarantee



**10-Year  
Non-Obsolescence  
Guarantee**

**5-Year Parts  
and Labor  
Warranty**

**Committed to  
Interoperability and  
Open Standards**

## WHO WE ARE

Leonardo is one of the top ten players in the world in Aerospace, Defense and Security, with revenues of \$12 billion and a team of 46,000 employees, including 6,500 in the US. We have a strong industrial footprint in Italy, the U.S. and U.K. We are a partner of choice for governments, institutions and armed forces, as well as for private customers. We deliver products and integrated solutions based on cutting-edge technologies to strengthen global security; protect people, infrastructures and information networks. We ensure that customers obtain the most value from our systems through innovative support and training services.

Leonardo is globally recognized as a leader in the design, engineering, manufacturing and commissioning of Land Mobile Radio (LMR) critical communications systems. We provide secure, integrated, reliable and interoperable communications solutions for DMR, TETRA and P25 in over 50 countries, including the United States, Canada and Mexico. With over 100 years of experience, always hallmarked by innovation, we act as both a technology provider and system integrator to deliver turnkey solutions serving military, public safety and emergency services, civil protection agencies, transportation bodies, institutional customers, utilities and homeland security authorities. Our integration platforms, devices and applications satisfy our customers' most challenging requirements.

## U.S.-BASED LAND MOBILE RADIO OPERATIONS AND SUPPORT

Operating from Overland Park, Kansas, our engineers, technical experts, and logistics team are supporting North American LMR customers and resellers. From the "heartland," we manage system design, engineering, integration, installation and training. We provide 24/7 technical support, along with a robust inventory of finished goods and spare parts.

It is our goal to ensure our customers and partners obtain the most value from our systems through innovative support and training. Customer support and service is what separates us from the competition. From the proposal phase through ordering and installation to post commissioning support, you will not find a more dedicated group of professionals committed to our customer success than the Leonardo Team.



## **10 YEAR NON-OBSOLESCENCE GUARANTEE**

Many manufacturers, to boost sales and raise profits, rely on planned obsolescence which forces customers into purchasing costly upgrades or, more likely, a completely new system. This is enormously frustrating to customers and represents a hidden cost to total ownership.

At Leonardo, we have a much different philosophy. We believe that customers have the right to know that the system they purchase today will be operable and expandable for the next 10 years of ownership. Therefore, Leonardo is offering a 10-year Non-Obsolesce Guarantee on our products.

During the first 10 years of ownership, we guarantee forwards and backwards compatibility on our solutions. If a customer needs to expand their system, or if a base station fails and cannot be repaired, we will guarantee that the new base station will be compatible with the existing system in place—or we will replace all the base stations at our cost.

We want our customers to have peace of mind that when purchasing a Leonardo solution, they are also getting a long-term partner committed to their success that goes far beyond industry standards to keep you operational. Your mission is our mission!

## **5-YEAR PARTS & LABOR WARRANTY**

Leonardo's commitment to total customer peace of mind extends to our 5-year parts and labor warranty. All Leonardo base stations purchased in the United States are warranted for a period of five (5) years from the purchase date against defects in materials and workmanship—the best in the industry! It is two years more than industry standards and demonstrates our commitment to our customers and confidence in the quality of our product. In the event of failure, we will repair or replace your system with a new or reconditioned unit of the same or similar design at no cost.

## **LEONARDO IS COMMITTED TO INTEROPERABILITY AND OPEN STANDARDS**

Many manufacturers are notorious for limiting features of their base stations to preclude customers from purchasing from other manufacturers. They drive sales of their own products versus allowing customers to have the flexibility to select products they currently have or want.

Leonardo's philosophy is rooted in the strong belief that more choices translate to better value at better prices. As a founding member of the DMR association who believes strongly in open standards, we are fully committed to interoperability. We are an industry leader in the number of interoperability certifications—currently at 19 and growing. We strive to work with all industry manufacturers to ensure that our customers have the greatest flexibility in designing a complete critical communications solution with Leonardo's DMR infrastructure at the core.



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For more information please email:  
[LMRsales@leonardocompany-us.com](mailto:LMRsales@leonardocompany-us.com)

LEONARDO\US\031320

11300 West 89th Street,  
Overland Park, KS 66214  
Tel: 1 (913) 495.2600

**leonardocompany-us.com**

