

Circular

Title:	Season 2020/21 Motorola Handheld Radio and Charger Unit Servicing
Date:	26 August 2020
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Department:	Lifesaving
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Audience:	Directors of Lifesaving, Communications Officers, Office Administrators
Summary:	Surf Life Saving Western Australia has arranged for Level 1 radio servicing for all Emergency Communication Radio Network (ERCN) capable handheld Motorola radios through Radlink.
Action:	Once requested by SLSWA, Directors of Lifesaving / Communication Officers are requested to send all Club handheld radios via Australia Post to SLSWA.

Surf Life Saving Western Australia (SLSWA) will support Level 1 Radio Servicing on all ERCN capable handheld Motorola radios and charging units during the 2020/21 season. This service will be provided by Radlink Communications.

Level 1 radio servicing comprises of the following:

- A physical check of the radios external's and replace/repair damaged/compromised components as required;
- Cleaning of external and gold contacts using a chemical cleaning process;
- Battery optimisation via manufacturers testing apparatus;
- Updating software of selected handheld radios;
- All firmware and software versions annotated in service report to SLSWA.

Where repair is required, Radlink will provide the SLSWA Support Operations Officer a quote for approval. Where the repair is deemed economically viable, this will be completed at SLSWA's expense. If damage to a radio or charger is considered by the repairer to be the result of lack of care, or resulting from inappropriate operator maintenance or use, these repairs may become the responsibility of the Club. Any units that fall into this category will be communicated to the Club via the SLSWA Support Operations Officer. Club representatives will be consulted throughout this decision-making process.

Directors of Lifesaving / Communications Officer / Office Administrators are requested to promptly action any communication from Radlink and SLSWA to provide radios and charges for servicing. Two methods to get radios and chargers to Radlink will be used:

- **Pack and Send**
 - Appropriate packing supplies will be sent to all Regional Clubs to enable radios and chargers to be sent to Radlink via Australia Post. When requested, these Club are to promptly pack all radios and chargers and drop these packages to Australia Post. Packaging will be pre-labelled as well as all associated freight and insurance costs will have been prepaid. If insufficient packing supplies have been provided to these Clubs, please contact the SLSWA Support Operations Officer for additional supplies. Please follow all instructions provided with packing supplies.
 - All radios and chargers will be sent back to Regional Clubs direct from Radlink or SLSWA via postal services.
- **Prepare and Pickup**
 - For Metropolitan Clubs (Yanchep to Port Bouvard), SLSWA are expected to collect radios and chargers. When requested, these Clubs are to promptly prepare all radios and chargers ready for collection at the advised day and time. Should this pickup option not be viable at the time the "Pack and Send" option noted above will be implemented in consultation with the Club.
 - Radios and chargers will either be sent back to Metropolitan Clubs via post from Radlink or dropped back to the Club by an SLSWA representative.

It is important to note that should Radlink not receive radios and chargers within two weeks of their request date, Radlink may not be able to service the unit within the expected timeframe. Should this situation eventuate, a representative of the Club will be notified.

Due to the number of radios and chargers requiring servicing offset by Radlinks servicing capacity, Clubs have been prioritised based on when their season is due to start and freight considerations. This schedule is shown in Annex A. Clubs should anticipate being without their radios for a period of three weeks (excluding freight times). If handheld radios are required during the scheduled servicing period, then a request can be made to the SLSWA Support Operations Officer as soon as possible to arrange for loan radios.

Please contact the SLSWA Support Operations Officer for queries relating to this Circular (mowens@slswa.com.au or (08) 9207 6666).



James O'Toole
Chief Executive Officer

Annex. A

Month	Service	# Radios
August	Lifeguards	20
August	Spares	26
August	Surfcom	4
August	WLRH 68 & 69	4
September	Fremantle	16
September	Mandurah	12
September	Mullaloo	12
September	North Cottesloe	14
September	Port Bouvard	8
September	Secret Harbour	13
October	City of Bunbury	11
October	City of Perth	7
October	Coogee	11
October	Cottesloe	8
October	Floreat	7
October	Geraldton	6
October	Scarboro	16
October	Sorrento	12
November	Albany	11
November	Alkimos	4
November	Binningup	6
November	Champion Bay	6
November	Denmark	8
November	Dongara-Denison	8
November	Quinns-Mindarie	8
November	Swanbourne-Nedlands	6
November	Trigg	12
November	Yanchep	6
December	Broome	9
December	Busselton	9
December	Dalyellup	5
December	Esperance-Goldfields	10
December	Margaret River	3
December	Port Walcott	0
December	Smiths	8