



Wireless Data Communications LLC

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Dear Valued Customer:

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Wireless Data Communications has provided complete repair service of your GEMDS radios for over fifteen years. We appreciate your trust in us to service your equipment. In an effort to continue this service some changes are being made to our repair policy. Due to the age of some radios, certain parts are no longer available from the manufacturer. The MDS 1000 series has been out of production since the early 1990s and the 2300/4300/9300 series has been out of production for more than 10 years. The manufacturer no longer supports these radios and we can no longer get parts for them. Although we pursue alternate suppliers for these parts and we still have many parts in stock. It is getting harder to repair them with new parts. When new replacement parts are not available we will offer you several options to keep your system working.

The first option is to repair your radio using reclaimed parts. Of course reclaimed parts are not new but we will offer 90-day warranty on the replacement part, and the price of a reclaimed part will be significantly less than a new part.

The second option is to replace your radio with comparable used replacement radio. Wireless Data Communications occasionally comes into possession of good quality used trade in radios and after thorough check out can offer these for replacement at a significantly lower price than a new radio. This offer is limited to availability of radios.

The third option is to get a new radio. The SDx radios are over the air compatible to the X310 and X710 radios. The 9710B radio is a direct replacement for 2300 and 1000 radios. The 4710B is a direct replacement for the 4310. There is no replacement for the 9310. These new radios will be available for the current price of the specified model.

Radios that are unrepairable will be scrapped at our shop. If you require the return of the radio, it will be shipped to you and will incur the shipping and handling cost to return the unit to you. We cannot store your unrepairable radios. All scrapped radios will become property of Wireless Data Communications.

GEMDS does not authorize repairs by anyone except the factory and they do not supply technical data outside the factory. Wireless Data Communications is able to provide limited repair and alignment of current GEMDS production units that are out of warranty. Units that cannot be repaired at our facility will be sent for factory repair. The factory will no longer accept units with Serial Number lower than 1320000 for repair. Units that are still in warranty status will only be repaired at the factory.

Steve Benson
Service Manager