



assuredcommunications®

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**Subject: The process for purchase and programming (and installing) a radio for the York County radio network**

1. The agency would determine their needs and contact either Roger Kohr (717.930.1036 [roger.kohr@harris.com](mailto:roger.kohr@harris.com)) or Lori Miller (717.930.1028 [lmille19@harris.com](mailto:lmille19@harris.com)) with their request. **They may also be reached by calling 1-800-368-3277, prompt # 1.**
2. Roger or Lori would develop a quotation for the equipment, programming and install if required. The quotation will be sent via email to the agency that made the request.
3. The agency would then approve the quotation and email or fax a purchase order to Lori Miller (fax 717.930.1020 [lmille19@harris.com](mailto:lmille19@harris.com)). If the agency does not use a purchase order, then the agency would respond to the original email with the quotation advising of approval and stating that purchase orders are not used by that agency.
4. Lori will then enter the order into the order system and email the agency an order confirmation with anticipated ship dates.
5. When the order arrives (the complete order), the agency should then contact the YCDES Radio Department (Radio Hotline #: **717.840.2924** [RadioHelpDesk@ycdes.org](mailto:RadioHelpDesk@ycdes.org)) in order to make arrangements to have this equipment brought to our facility for programming and provisioning onto our radio system. YCDES **charges a \$25.00 fee per device** for these services and it is essential that this work be done by **scheduled** appointment. If the terminal equipment is of the type that requires installation, i.e. mobile radio(s), you will need to contact Harris Corporation at 1.800.806.0949 and tell them you have a new radio(s) that need installed and programmed. Harris Corp. will open a work ticket. Someone from Harris or a Harris Authorized Service Center (ASC) will be in contact to schedule a date and time to complete the work.
6. You may use a non-authorized installation vendor for the Harris equipment and this work will not void the Harris warranty; however, if equipment problems are experienced after the installation work is completed and a warranty service call is placed to Harris and the root cause of the equipment issue is a result of the installation work, you will receive a bill from Harris for all charges related to the service call.
7. The agency will be invoiced each time an order ships and each time work is completed in the process. Most orders will have at least two invoices; one for the equipment and one for the services. Some orders may have additional invoices depending upon items shipped, installs completed, etc.
8. Questions about invoicing or shipments after an order is placed should be directed to Lori Miller (**717.930.1028** [lmille19@harris.com](mailto:lmille19@harris.com)).

*Note: The initial order by an agency requires a new account be established in the Harris Corporation order system. This will include the agency legal name, bill to address, ship to address, phone number, fax number, name and title of authorized purchaser, cell phone and email address for the authorized purchaser. The new account set-up may take up to three business days to occur.*

## Questions and Answers for ordering, programming and installing radios on the York County radio network

**Q - Where can I obtain pricing for radios used on the York County radio network?**

A - Specific York County contract pricing can be obtained from Roger Kohr at **Harris Corporation** at **717.930.1036** [roger.kohr@harris.com](mailto:roger.kohr@harris.com) or Lori Miller at **717.930.1028** [lmille19@harris.com](mailto:lmille19@harris.com).

**Q – Who should program and install a new mobile radio?**

A – Original installation pricing is provided for under the York County contract. Harris Corporation will require a Harris Authorized Service Center (ASC) to install the radio. Failure to have an ASC perform the installation **MAY** void the factory warranty if any damage occurs as a direct result of the installation by a non-authorized Harris vendor. To obtain a quotation for the programming and/or installation, contact Roger Kohr **717.930.1036** [roger.kohr@harris.com](mailto:roger.kohr@harris.com) or Lori Miller at **717.930.1028** [lmille19@harris.com](mailto:lmille19@harris.com)

**Q – I have a new vehicle in which I would like to install an existing radio. What do I need to consider for the removal of the radio from the old vehicle and installation of the radio in the new vehicle?**

A - To avoid potential problems with factory warranties it is recommended that a Harris ASC perform the services. To obtain a quotation for the removal and installation, contact Roger Kohr **717.930.1036** [roger.kohr@harris.com](mailto:roger.kohr@harris.com) or Lori Miller at **717.930.1028** [lmille19@harris.com](mailto:lmille19@harris.com). It is also recommended to purchase a new install kit and antenna from **Harris** for the new vehicle. The install kit includes power cords and cabling for the control head. The new kit lessens the possibility of damaged wiring or cabling that could occur during a removal. Leaving the old wiring and antenna will reduce the amount of time of billable hours associated with this removal. End users may use a non-authorized service vendor for these installation(s); however, Harris Corporation will only warranty the equipment if it is determined that the problem is directly associated with the equipment and not with installation and/or removal of the equipment by a non-authorized Harris vendor. Any potential costs associated with trouble shooting faulty equipment that is determined to be associated with non Harris vendor work will be billed to the customer by Harris Corporation.

**Q – I just purchased or received a new portable radio(s), what do I do next?**

A – Contact the YCDES Radio Department at (Radio Hotline #**717.840.2924**) [RadioHelpDesk@ycdes.org](mailto:RadioHelpDesk@ycdes.org) to schedule an appointment to have the equipment brought to our DES facility for programming and entry into our radio system database. The YCDES Radio Department will call or email you back when this work is completed and ready for pick up and/or installation.

*Note: When bringing equipment to the DES facility, please enter through the front door and speak with the on-duty receptionist (There is a receptionist on duty, during normal working hours). She will be able to assist you in connecting with a member of the Radio Department. Also, it is best to contact the YCDES Radio Department ahead of time, and schedule a drop off time. Your time is valuable to us, and we want to ensure that the staff is prepared to meet your needs!*

**Q – I recently purchased or received new mobile(s) radio(s), what do I do next?**

A – Contact Harris Corporation at 1.800.806.0949 and tell them you have new radio(s) that need to be installed and programmed. Harris Corp. will open a work ticket. Someone from Harris or a Harris Authorized Service Center (ASC) will be in contact to schedule a date and time to complete the work.