



HARRIS CORPORATION

**P.O. Box 3608
Mail Stop 161-065
Harrisburg, PA 17105
www.harris.com**

**York County
Subscriber Equipment
Trouble Reporting Contact Information**

Harris's Harrisburg Service Center's Telephone numbers are:

- 800-806-0949
- 717-565-1200

The Harrisburg Service Center's normal business hours are Monday – Friday 08:00 to 16:30. The Service Center is closed for Harris corporate holidays. After hours and holiday, service needs are covered by an answering service.

The above numbers can be used when requesting the following service activities:

- New Radio Installation
- Radio Programming
- Radio Removal
- Radio Installation
- Radio Transfer – Removal/Installation
- Trouble reporting
- Warranty Repairs

When contacting the Service Center a Harris representative will ask a few general questions including:

- Agency/Department Name:
- Contact Information:
- Call Back Number:
- Customer Email Address
- Type of Service Requested:
 - Installation Related
 - Radio Type – Trunk Mount, Dash Mount, Control Station
 - Location where service is to be performed
 - Vehicle ID & Type of Vehicle
 - Contact at installation location



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- Equipment Trouble Reporting
 - Type of Radio – Mobile/Portable
 - Serial Number of Radio
 - Programming configuration (Provided By County System Administrator)
 - Vehicle ID – If applicable
 - Location where service is to be performed
 - Description of problem:
 - Equipment Programming
 - Type of Radio – Mobile/Portable
 - Vehicle ID – If applicable
 - Location where programming is to be performed

RF Design & Integration Inc. will be providing subscriber equipment repair and installation services for all of York County. Upon receiving the service related information Harris will contact RF Design and they will schedule the requested services.