

Spectralink Maintain

Because it's never "business as usual"



In today's on-demand economy, "business as usual" doesn't exist. New industries, market segments and customer needs emerge every day, requiring organizations to invest in "always-on" mobile workforces. However, arming workers with the latest mobile communication devices is just the beginning. Organizations also need the right resources to ensure their mobile environments run seamlessly, resulting in a lower total cost of ownership (TCO).

Spectralink's portfolio of mobile communication devices empower companies to deliver an unmatched customer experience while taking advantage of new business opportunities. And now our maintenance services help customers maximize their mobile investments.

Enhanced, extended coverage

Spectralink's handsets come with an industry-leading 12-month warranty that covers the majority of "what-if" scenarios. Recognizing that our customers have unique business requirements, Spectralink also offers flexible, enhanced services offerings – SpectraCare and SpectraCare+ – that supplement existing warranties with the following:

- Access to Tier 1 and Tier 2 mobile communications support experts
- Streamlined replacement turnaround times
- Coverage for liquid damage
- OS Maintenance and Security Releases

STREAMLINED, EXPERT SUPPORT

Fast, efficient device replacement to prevent business disruption

Personalized support and guidance from the industry's most experienced mobile technology experts

Proactive firmware release to ensure your mobile environment is always up-to-date

Seamless business continuity across all Spectralink mobile environments

Spectralink 80/84-Series, Pivot,™ and Versity™ -Series

	Standard Warranty	SpectraCare	SpectraCare+
TIER 1-2 SUPPORT	NO	YES	YES
FIRMWARE RELEASES	FIRST 3 MONTHS	YES	YES
TECHNICAL SUPPORT	NO	8 X 5	24 X 7
RMA ACCESS	ONLINE ONLY	ONLINE OR EMAIL	ONLINE OR EMAIL
RMA TURNAROUND	10 BUSINESS DAYS UPON RECEIPT	NEXT DAY UPON RECEIPT	ADVANCED REPLACEMENT
LIQUID DAMAGE COVERAGE	NO	YES	YES

SPECTRACARE

SpectraCare expands the standard device warranty with the following services:

- **One business day replacement** for damaged devices upon receipt by Spectralink*
- **Liquid damage coverage**
- **Technical support** from seasoned Tier 1 and Tier 2 support specialists 8 x 5
- **Firmware releases** to ensure Spectralink mobile devices are up-to-date
- **Complimentary online training** via Spectralink Online University

Downtime is never an option. Which is why more than 2,500 customers rely on Spectralink's mobile communication devices to keep a pulse on their business – and a lifeline to their customers.

Have questions?

Spectralink stands ready to help. Contact your Spectralink support representative or visit us at spectralink.com/services/maintain for more information.

* Product Replacement for SPECTRACARE and SPECTRACARE+: 1) Customer is responsible to ship the defective handset to Spectralink at its risk and expense and in accordance with Spectralink's current RMA procedures available at support.spectralink.com. 2) Customer must return the defective handset with the same serial number specified in the RMA request. 3) Upon receipt of the returned handset, Spectralink will (a) verify the serial number, (b) determine if the Product damage or defect is covered (see Exclusions), and (c) within one (1) business day, overnight ship a replacement Product to Customer at Spectralink's risk and expense. 4) Customer will be responsible to pay Spectralink the then-current List Price for the replacement Product if: (a) the serial number of the returned Product does not match the serial number on the RMA request, and/or (b) the damage to or defect in the returned Product is not covered by this Service Program (see Exclusions).

SPECTRACARE+

SpectraCare+ fits well with organizations operating in mission-critical environments that require priority response to technical service and support requests. SpectraCare+ offers the same expanded coverage as SpectraCare, with the following upgrades:

- **Technical support** from seasoned Tier 1 and Tier 2 support specialists 24 x 7 x 365
- **Next business day replacement** for damaged devices*

About Spectralink

Spectralink – is the global leader in purpose-built wireless communications. Since 1990, Spectralink Corporation has deployed over 3 million handset devices to customers around the world, enabling millions of workers to work smarter, with more efficient and reliable in-building communications. Spectralink solutions enable voice, texts, alarms, alerts and key applications every minute of every day.

For more information, visit spectralink.com or call 303.441.7500.



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