


SpectralinkCare DECT Handsets



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

All Spectralink handsets and Infrastructure come with a 15-month warranty (from manufacture date), designed to cover any manufacturer faults. However, customers often have unique requirements like protecting against a damaged handset, liquid damage, quicker turn around on replacement handsets or needing access to technical support either during business hours or 24X7. Customers now have the option to purchase a SpectraCare or SpectraCare+ program for their DECT handset investment that will activate the added benefits of the SpectraCare program that best fits your needs.

Streamlined, Expert Support:

- Fast, efficient device replacement to prevent business disruption
- Personalized support and guidance from the industry's most experienced mobile technology experts
- Seamless business continuity across all Spectralink mobile environments

DECT HANDSETS SERVICE OPTIONS

	STANDARD WARRANTY	REPAIR AND REPLACEMENT	
		SpectraCare	SpectraCare+
What is covered?	Manufacturing faults only	Breakdown cover, including liquid damage. RMA next day from receipt. Access to Technical Support team. 8x5.	Advanced cover. Advanced Replacement cover. Access to Technical Support. 24x7
Technical Support	No	8 x 5	24 x 7
RMA Access	Manufacturing faults only	Yes	Yes
RMA turnaround	10 business days from receipt	Next day from receipt	Advanced replacement
Liquid damage coverage	No	Yes	Yes
Availability	Included with all Hardware Purchases	Optional with Purchase	Optional with Purchase

SPECTRACARE & SPECTRACARE+ HANDSETS

SKU / PN	LICENSE DESCRIPTION	MSRP (\$)	MSRP (€)	MSRP (£)
SMS70100	First year SpectraCare, Spectralink (70- Series Handsets) MUST BE PURCHASED AT TIME OF SALE	15	14	12
SMS70105	First year SpectraCare+, Spectralink (70- Series Handsets) MUST BE PURCHASED AT TIME OF SALE	20	18	16
SMS70120	First Three-year SpectraCare, Spectralink (70- Series Handsets) MUST BE PURCHASED AT TIME OF SALE	30	27	24
SMS70125	First Three-year SpectraCare+, Spectralink (70- Series Handsets) MUST BE PURCHASED AT TIME OF SALE	39	36	32
SMS70110	One-year SpectraCare, Spectralink (70- Series Handsets)	60	54	48
SMS70115	One-year SpectraCare+, Spectralink (70- Series Handsets)	78	71	63
SMS70200	Three-year SpectraCare, Spectralink (70- Series Handsets)	72	65	58
SMS70205	Three-year SpectraCare+, Spectralink (70- Series Handsets)	94	85	75

SPECTRACARE

SpectraCare expands the standard device warranty with the following services:

- **Damaged Handsets** eg it's been dropped or the screen is cracked
- **Liquid damage coverage** for handsets only
- **One business day replacement** for damaged hardware upon receipt by Spectralink
- **Technical support** from seasoned Tier 1 and Tier 2 support specialists 8 x 5
- **Complimentary online training** via Spectralink Online University

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 Tier 3 support specialists 24 x 7
- **Next business day replacement** for damaged hardware

HAVE QUESTIONS? SPECTRALINK STANDS READY TO HELP. CONTACT YOUR SPECTRALINK SUPPORT REPRESENTATIVE OR VISIT US AT [SPECTRALINK.COM/SERVICES/MAINTAIN](https://spectralink.com/services/maintain) FOR MORE INFORMATION.

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.

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