

Maintenance and Repair Services for DECT Handsets



The best protection for your Spectralink DECT Solution from the people who know it best.

There's no time for downtime. Your operations and business outcomes are too crucial for you to leave unprotected. You can protect your mission-critical solutions and workflows with SpectraCare and count on our team of certified experts for fast and reliable diagnostics and repair. Not only are you covered for a wide range of mishaps (you can't stop accidents from happening in harsh work environments, but you can be protected), you'll also enjoy first-rate support when you need it the most, ensuring your mobility always works.

Streamlined, Expert Support:

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

Enhanced, extended coverage

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 emergency out of hours.

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.

Compare DECT Handset Service Options

	WARRANTY	REPAIR AND REPLACEMENT	
		SpectraCare	SpectraCare+
Contract Length Options	15 months from manufacture	1,3, & 5-year options	1,3, & 5-year options
Technical Support	No	8 x 5. Via your Platinum Partner	8 x 5. Via you Platinum partner. Out of Hours 24/7 direct to Spectralink
RMA turnaround	10 business days from receipt	Next day from receipt of handset	Advanced replacement. Shipped by next business day
Manufacturing Defaults	Yes	Yes	Yes
Water damage coverage	No	Yes	Yes
Accidental Damage	No	No	Yes

Choose the plan that's right for you

SpectraCare

SpectraCare expands the standard device warranty with the following services:

- **Technical support 8 x 5** from Spectralink Certified partners Mon - Fri
- **Water damage coverage**
- **RMA's shipped one business day upon receipt** of handset

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:

- **Out of hours Technical support** for system down directly from Spectralink support specialists
- **RMA's shipped next business day** for damaged handsets
- **Accidental Damage covered** e.g. it has been dropped, or the screen is cracked

How to contact your Spectralink support representative:

By **email**, by **phone** or visit us at spectralink.com/products/professional-services/maintenance/ for more information.

About Spectralink

As an award winner in mobile technology, Spectralink has been transforming the way our customers work and communicate for 30 years. Through our determination to do extraordinary things, we enable mobile workforces and empower our customers and partners to explore what's next, what's possible. With our enterprise grade, best-in-class mobile solutions, we are with our customers wherever they work, however they need us. Our people, commitment to innovation and our passion are our foundation for success.

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