

# Maintenance and Repair Services for DECT Infrastructure



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 infrastructure investment that will activate the added benefits of the SpectraCare program that best fits your needs.

## Compare DECT Infrastructure Service Options

	STANDARD WARRANTY	SOFTWARE ASSURANCE	REPAIR AND REPLACEMENT	
			SpectraCare	SpectraCare+
What is covered?	Manufacturing faults only	Access to Software enhancements and bug fixes. Contact Technical Support team via email.	Breakdown cover. RMA next day from receipt. Access to Technical Support team. 8x5	Advanced cover. Advanced Replacement cover. Access to Technical Support. 24x7
Contract Length Options	12 months	1,3, or 5-year options	1,3, or 5-year options	1,3, or 5-year options
Tier 1 and 2 Support	No	No	8 x 5 Mon-Fri	8 x 5 Mon-Fri + emergency system down 24x7
Tier 3 Technical Support	No	Yes	Covered by Software Assurance	Covered by Software Assurance
Software Updates	No	Yes	No	No
RMA turnaround	10 business days from receipt	N/A	Next day from receipt of product	Upon request, by next business day
Liquid damage coverage	No	N/A	Yes	Yes
Accidental damage	No	N/A	No	Yes*
Availability	Included with all Hardware Purchases	Mandatory with all DECT Infrastructure Purchases	Optional with Purchase	Optional with Purchase

\*Accidental Damage Product return rate at 20%

## 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**

How to contact your Spectralink support representative:

By **email**, by **phone** or visit us at [spectralink.com/products/professional-services/maintenance/](https://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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