

# SpectraCare and SpectraCare+

Because “Things Happen”



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

## Invest in Uninterrupted Communication with Maintenance and Service Packages

SpectraCare or SpectraCare+ should be purchased at the time of the product sale. From software updates to those “things happen” scenarios, such as accidental damage or theft, your maintenance package has you covered. These packages also provide access to our technical helpdesk with experienced technology experts and expedited product replacement.

## Which Maintenance Package is Right for Your Business?

	WARRANTY*	SPECTRACARE MAINTENANCE PACKAGE	SPECTRACARE+ MAINTENANCE PACKAGE
Technical Support	—	✓ (8x5)	✓ (24x7)
Manufacturer Defects	✓	✓	✓
Software Portal Access	First 90-days	✓	✓
RMA Access	Online Only	Online or Email	Online or Email
RMA Turnaround	10 Business Days Upon Receipt	Next Day Upon Receipt	Advanced Replacement
Water Damage Coverage	—	✓	✓
Accidental Damage Coverage	—	—	✓
Loss/Theft Protection	—	—	✓
Accessory Extended Warranty	—	—	✓
Battery Refresh Program Discount	—	✓	✓

\* Spectralink devices include a one-year standard warranty that covers manufacture defects and allows access to the software portal for 90-days for software updates and security patches.

## Why Choose SpectraCare?

SpectraCare expands the standard warranty with the following:

- **Software updates** so you can ensure Spectralink mobile devices are operating with the latest features and security patches.
- **Technical helpdesk support** for troubleshooting issues Monday – Friday 8am – 5pm.
- **Water damage coverage**
- **One business day replacement** for damaged devices upon receipt by Spectralink.
- **Battery refresh program discount** offers pre-purchased batteries to be scheduled for shipment based on customer needs.

## Why Choose Spectracare+?

SpectraCare+ offers the same coverage as SpectraCare, plus the following additions:

- **After-hours Technical Helpdesk** for emergency system down support, seven days a week, 24 hours a day.
- **Advanced replacement** for damaged devices.
- **Accidental damage coverage** for non-water related damage, i.e., cracked screens.
- **Loss/Theft protection** for the inevitable missing devices.
- **Accessory extended warranty** offers peace of mind that your full investment is covered.\*

\* Batteries not included