

# SpectraCare and SpectraCare+

Because “Things Happen”



In today's on-demand economy, new market segments and customer needs emerge daily requiring organizations to invest in “always-available” mobile workforces.

Spectralink's portfolio of mobile communication devices empower companies to deliver an unmatched customer experience while taking advantage of new business opportunities. However, arming workers with the latest mobile communication devices is just the beginning. Organizations also need the right resources and tools to ensure their mobile environments run seamlessly.

## Investment Protection

To Ensure continuity, SpectraCare or SpectraCare+ should be purchased at the time of the product sale. Recognizing each customer has unique business requirements, these maintenance packages offer various coverage options to meet your specific business needs. In addition to extending access to our software portal for software updates, bug fixes and security patches for the duration of the package purchased, you'll also have the following coverage for those “things happen” scenarios, such as water damage and accidental damage. Further, these packages provide fee-free access to our technical helpdesk associates and expedited product replacement turnaround times.

## Enhanced, Extended Coverage:

- Software portal access for latest updates and security patches, allows you to keep your mobile environment up to date.
- Personalized support and guidance from the industry's most experienced mobile technology experts
- Fast, efficient device replacement to prevent business disruption

## Which Maintenance Package is Right for Your Business?

	WARRANTY*	SPECTRACARE MAINTENANCE PACKAGE	SPECTRACARE+ MAINTENANCE PACKAGE
Technical Support	No	Yes (8X5)	Yes (24x7)
Software Portal Access	First 90 days	Yes	Yes
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	No	Yes	Yes
Accidental Damage Coverage	No	No	Yes

\* Spectralink devices come with a one-year standard warranty that covers manufactures defects and allows access to our software portal for 90 days where software updates, and security patches can be downloaded.

### Why Choose SpectraCare?

SpectraCare expands the standard warranty with the following critical elements:

- **Access to software updates** so your business 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

### Why Choose Spectracare+?

SpectraCare+ is designed to support organizations operating in mission-critical environments that require priority response to technical service and support requests. SpectraCare+ offers the same expanded coverage as SpectraCare, plus the following additions:

- **After-hours Technical Helpdesk** for emergency system down support, seven days a week, 24 hours a day.
- **Accidental damage coverage** - non-water related damage, i.e., cracked screens.
- **Advanced, next business day replacement** for damaged devices.

Have questions? Spectralink stands ready to help. Contact your Spectralink support representative or email us at [info@spectralink.com](mailto:info@spectralink.com).

## 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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