

# SpectraCare DECT Infrastructure



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).

## 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

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

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.

# 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%

## 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 product

## 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 hardware
- **Accidental Damage covered** e.g. it has been dropped, or the screen is cracked

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

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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