

# Spectralink® Product Warranty Guide

## Overview

The Spectralink Product Warranty (“Warranty”) provides factory repair or replacement services during the first 12 months after the product purchase, under normal use and service. Refer to the [Spectralink Product Warranty, Software License Agreement \(the “Agreement”\)](#) for your specific legal rights. RMA requests for handsets and accessories can be made through an online self-service portal or email. For infrastructure products, RMA requests can be made by email or telephone hotline. The Warranty does not cover technical support for the product. Technical support (Tier/Escalation/Onsite) can be purchased separately through a maintenance contract or on a time and materials basis.

## Service Coverage

The Warranty is applicable to all products on the then-current price list including base stations, gateways, MCUs, wireless handsets, chargers, battery packs and accessories.

## Term

The Warranty covers a newly purchased product for 12-months from the date of purchase. Repaired and replacement products (except batteries) are warranted for 90-days from the date of repair, or the balance of the original Warranty period, whichever is greater. Replacement batteries are consumables and are not warranted for an additional 90 days after replacement. Instead, replacement batteries are covered for the balance of the original Warranty period.

## High Level Feature Matrix of Warranty Service

	Warranty Service for Handsets and Certain Accessories	Warranty Service for Infrastructure	Warranty Service for Accessories
<b>RMA Requests</b>	Shipped within 10 business days of Spectralink’s receipt of the returned product	Shipped within 10 business days of Spectralink’s receipt of the returned product	Shipped within 10 business days of Spectralink’s receipt of the returned product
<b>RMA Service Request Cut off time</b>	US/Canada: 6am to 1pm Mountain Time Europe, Middle East, and Africa (EMEA): 7am to 1pm Central European Time (Monday through Friday)	US/Canada: 6am to 1pm Mountain Time Europe, Middle East, and Africa (EMEA): 7am to 1pm Central European Time (Monday through Friday)	US/Canada: 6am to 1pm Mountain Time Europe, Middle East, and Africa (EMEA): 7am to 1pm Central European Time (Monday through Friday)
<b>RMA Support via Online Request</b>	Yes	No	Yes
<b>RMA Support via Phone Request</b>	No	Yes	No
<b>RMA Support via Email</b>	3 Business Day Response	3 Business Day Response	3 Business Day Response

<b>Repair Warranty</b>	Within Warranty period	Within Warranty period	Within Warranty period
<b>Tier 1 Support</b>	Not Included	Not Included	Not Included
<b>Tier 2 Support</b>	Not Included	Not Included	Not Included
<b>Escalation Support/Onsite Engineer Support</b>	Not Included	Not Included	Not Included

**Warranty Service for Handset Products and Handset Accessories (excluding batteries)**

Handsets and certain handset accessories returned to Spectralink under Warranty will be repaired or replaced if an eligible defect is verified. Eligible handset accessories are handset cradles, docking stations, chargers and power supplies. RMA's can be processed through a self-service online portal or [email](#). The RMA self-service online portal for submitting and tracking RMA's is located at <http://isupport.spectralink.com>. Refer to our [RMA Forms and iSupport Training](#) page for instructions. [Email](#) requests for RMA are responded to within three (3) business days. Repaired or replacement products will be shipped within ten (10) business days of receipt of the returned product to Spectralink. The Warranty does not provide for Tier or Escalation/Onsite Support, however, such services can be purchased through a Maintenance Program or on a time and materials basis.

**Warranty Service for Infrastructure Products**

RMA requests for Spectralink infrastructure products under Warranty will be repaired or replaced if an eligible defect is verified. Eligible Infrastructure products are base stations, MCUs, gateways and power supplies for the aforementioned products. RMA's can be processed through [email](#) or telephone support. [Email](#) requests for RMA are responded to within three (3) business days. Repaired or replacement products will be shipped within ten (10) business days of receipt of the returned product to Spectralink. The Warranty does not provide for Tier or Escalation/Onsite Support, however, such services can be purchased through a Maintenance Program or on a time and materials basis.

**Warranty Service for Consumable Accessories (including batteries)**

Spectralink accessories returned to Spectralink under Warranty will be repaired or replaced if an eligible defect is verified. Consumable accessories are cases, clips, headsets and batteries. RMA's can be processed through a self-service online portal or [email](#). The RMA self-service online portal for submitting and tracking RMA's is located at <http://isupport.spectralink.com>. Refer to our [RMA Forms and iSupport Training](#) page for instructions. [Email](#) requests for RMAs will be responded to within three (3) business days. The serial number or date code of a returned battery must exactly match the serial number or date code identified on the associated RMA service request. Spectralink will validate the serial number or date code of the returned battery and determine its eligibility for replacement under the Warranty. Repaired or replacement products will be shipped within ten (10) business days of receipt of the returned product to Spectralink. The Warranty does not provide for Tier or Escalation/Onsite Support, however, such services can be purchased through a Maintenance Program or on a time and materials basis.

**How to Access Spectralink Technical Support**

- Phone: 24x7x365
  - US/Canada: 1-800-775-5330
    - Normal support hours are from 6am to 6pm Mountain Time, Monday through Friday excluding Spectralink holidays
  - Europe, Middle East, and Africa (EMEA):
    - France: +33 176774541
    - Germany: +08005889000
    - Rest of EMEA: +45 76 281 281
    - Normal support hours are from 8am to 5pm Central European Time, Monday through Friday excluding Spectralink holidays
- Email: [technicalsupport@spectralink.com](mailto:technicalsupport@spectralink.com)

- o Emailed technical support issues will be addressed within 24 hours of receipt. Please ensure all relevant information is provided at the time of submission to ensure a timely response and allow for case creation. Relevant information is defined in the Spectralink escalation form which is available for download here: [http://support.spectralink.com/WiFi\\_Escalation\\_Form](http://support.spectralink.com/WiFi_Escalation_Form) or [http://support.spectralink.com/DECT\\_Escalation\\_Form](http://support.spectralink.com/DECT_Escalation_Form)

**Exclusions**

Subject to the Agreement, the Warranty covers defects in materials and workmanship only and provides for the repair or replacement of any eligible products. The Warranty excludes, without limitation, the following:

- Technical Support
- Onsite services
- Installation support
- Product configuration (infrastructure configuration, handset registration and handset configuration)
- Repair or replacement of products damaged by excessive shock, or usage outside specified environments or applications
- Repair of Spectralink products which have been opened, disassembled, or otherwise tampered with by unauthorized persons
- Spectralink products used with 3<sup>rd</sup> party products or components which are not Spectralink-approved
- Repairs for damage resulting from external causes such as fire, flood, lightning, physical abuse or exposure to solvents
- Repairs for damage resulting from liquids
- Services in connection with the relocation of the Spectralink systems, or the addition, removal, or maintenance of other devices not furnished by Spectralink, such as communications devices, networks, or links

Spectralink makes refurbished products available for purchase to replace products that fail due to any of the above exclusions.

**Customer Responsibilities**

- The customer is responsible for shipping the product to Spectralink for repair or replacement at its own risk and expense. Products must be returned using adequately padded packaging to prevent damage in transit. If the returned product has been advance replaced, you must use the Spectralink packaging included to return the product.
- Customer must maintain the installation site and provide the necessary site preparations and access to utilities in accordance with the applicable published specifications as detailed in the applicable Spectralink installation guide.
- Customer must provide onsite labor to assist Spectralink in system troubleshooting and processing RMAs.
- If applicable, customer must provide unattended dial-up modem access to Spectralink systems for remote diagnosis by Spectralink service personnel.
- Customer must return to Spectralink, at the customer’s expense, all products which are advance replaced within ten (10) business days. Spectralink will invoice and customer agrees to pay list price for any replaced products that are not returned to Spectralink within ten days.

Revision History

Date	Revision Version	Changes	Author
5/15/2014	Draft 1	Initial Release	KCheng
5/19/2014	Draft 1.1	Updates from Bryan Zakely	KCheng
5/29/2014	1.2	Minor edits and added battery lingo	gr

		Needs review by Sharon and Legal. <b>Pending</b> will then need to put it on SLNK letter	
2/5/2017	1.3	Update to RMA SLA and added EMEA information	PSieper