

# **WARRANTY SUPPORT PROGRAM**

## **WORLD-CLASS SUPPORT FOR YOUR WIRELESS TELEPHONE SYSTEM**

<b>OVERVIEW</b>	The SpectraLink Warranty Support Program provides predictable, no cost factory repair and professional telephone technical support for the first 12 months after system purchase. This is done in conjunction with customer provided on-site labor resources. SpectraLink uses a hotline as the first level of service to facilitate problem solving and provide technical assistance. Telephone response is immediate. Ensuing problems will be escalated according to established policies to effect timely resolution of problems.
<b>SERVICE COVERAGE</b>	All models within the Link WTS and NetLink product families, including Base Stations, Gateways, MCUs, Wireless Telephones, Chargers, Battery Packs and accessories.
<b>TERM</b>	All new products carry a 12-month warranty from date of shipment except accessories which are warranted for six-months from date of shipment. Repair and repair parts are warranted for 90-days from date of repair, or the balance of the system warranty, whichever is greater.
<b>INFRASTRUCTURE WARRANTY</b>	Warranty services for SpectraLink infrastructure components include advanced overnight parts replacement and technical telephone support seven days a week, 24 hours a day. Infrastructure includes Base Stations, MCUs and Gateways.
<b>WIRELESS TELEPHONE WARRANTY</b>	Warranty services for SpectraLink Wireless Telephones, Chargers and Battery Packs include telephone technical support and factory repair of the defective item. Technical telephone support is available from 6am – 6pm Monday through Friday Mountain Standard Time, excluding SpectraLink holidays. Repair or replacement of defective Wireless Telephones, Chargers or Battery Packs are shipped within three business days of receipt of the damaged part at our factory. Customers may choose to upgrade the warranty on Wireless Telephones, details below.
<b>SYSTEM SOFTWARE WARRANTY</b>	Warranty services for SpectraLink System Software include technical telephone support seven days a week, 24 hours a day. Available patches and software updates for resolution of problems will be dispatched as required. Please note, software is warranted to conform to published specifications, not guaranteed to be bug free, or provide uninterrupted usage.
<b>ACCESSORIES WARRANTY</b>	Accessories purchased through SpectraLink are also covered under warranty. Technical telephone support for accessories, such as headsets and carrying cases, is available from 6am – 6pm Monday through Friday Mountain Standard Time, excluding SpectraLink holidays. Repair or replacement of defective accessories are shipped within three business days of receipt of the damaged part at our factory.

## EXCLUSIONS

The following points are not included under SpectraLink Warranty:

- Support of products not listed above.
- On-site repair services performed by SpectraLink.
- Installation support for new hardware.
- Repair or replacement of equipment caused by drops, excessive shock, or usage outside specified environments or applications.
- Services required to repair SpectraLink products which has been opened, disassembled, or otherwise tampered with due to unauthorized attempts by persons other than SpectraLink employees or persons authorized by SpectraLink to install, repair, maintain or modify the hardware or software.
- Services required due to external cause such as fire, flood, lightning, physical abuse or exposure to solvents.
- Services required due to immersion in liquids.  
Exception: NetLink h340 Wireless Telephone and PTE110 handsets sold after 9/1/05
- 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 RESPONSIBILITIES

- Provide toll-free hotline telephone number for accessing SpectraLink Technical Support and placing a service request.
- Provide technical telephone assistance during the hours detailed above.
- Provide parts repair and replacement services in accordance with response time commitments.
- Provide 30-days prior written notice of the service period expiration.

## CUSTOMER RESPONSIBILITIES

- Maintain the installation site and provide the necessary site preparations and access to utilities in accordance with the applicable published specifications as detailed in SpectraLink installation guides.
- Provide all on-site labor necessary to assist SpectraLink in system troubleshooting and to receive, replace, and return all parts as required to affect a repair.
- Provide unattended dial-up modem access in Link WTS systems for remote diagnosis by SpectraLink service personnel.
- Customers will return, at the customer's expense, all defective equipment to SpectraLink for which an advanced shipment replacement has been made within ten business days. Failure to return replaced items within ten days will result in the customer being billed at list price for each item that was replaced.
- Customers must give 30-day written notice on company stationery in order to cancel SpectraLink post-warranty contracts.

## WARRANTY

SpectraLink offers several upgrade options to standard warranty:



**UPGRADES AND  
ADDITIONAL  
SERVICE OFFERINGS**

- Priority Upgrade - one-day repair
- Advance Upgrade - advance replacement repair
- Premier Upgrade - advance replacement repair with on site infrastructure repair.
- Liquid Damage Coverage - for NetLink i640 and Link Wireless Telephones only.

Additional support services may be purchased as required:

- On-site technical support
- After hours remote system testing
- Expedited/Advance ship repairs
- Software upgrades

**RETURN MATERIAL  
AUTHORIZATION**

All equipment failures must be verified by a SpectraLink Customer Support representative and assigned a Return Material Authorization (RMA) number. Replacement equipment will not be shipped without an RMA number assigned. All equipment received by SpectraLink without an RMA number will be returned to the customer without being repaired. Customers must return for repair the equipment with the same serial number as reported in the RMA. If equipment with a different serial number is returned under the RMA, the equipment will be returned without being repaired.

Customer will be responsible for the cost of shipping faulty parts to SpectraLink. Faulty parts must be returned in adequate padded packaging to prevent transit damage.

Where the repaired part has been advance exchanged to you, you must use the return SpectraLink packaging included.

Please contact your SpectraLink Reseller or Representative for more information at 800 775 5330.