



# Polycom® SpectraLink® Warranty Guide\*

\*The following warranty information does not include the 8400 series handsets and accessories. Please reference the Polycom SpectraLink 8400 Series Wireless Warranty Guide for warranty information for the 8400 series handsets and accessories. Please reference the Polycom Product Warranty Guide for warranty information on all non-SpectraLink Polycom solutions, including video endpoints, audio solutions, infrastructure products, immersive telepresence and vertical solutions.

## Overview

The Polycom SpectraLink Wireless Warranty provides predictable, factory repair and professional telephone technical support during the first 12 months after the wireless system purchase. This is done in conjunction with customer provided onsite labor resources. Polycom uses a hotline as the first level of service to facilitate problem solving and provide technical assistance, ensuing issues will be escalated according to established policies to achieve timely resolution of problems.

## Service Coverage

The Polycom SpectraLink Wireless Warranty is applicable to all models within the Polycom SpectraLink Wireless product families including; base stations, gateways, MCUs, wireless handsets, chargers, battery packs and accessories. This Polycom SpectraLink Wireless Warranty does not include the 8400 series handsets and accessories.

## Term

All new Polycom SpectraLink wireless products covered under this Warranty carry a 12-month warranty from date of shipment, except accessories which are warranted for six-months from date of shipment. Repair and replacement parts are warranted for 90-days from date of repair, or the balance of the system warranty, whichever is greater.

## Infrastructure Warranty

Warranty services for Polycom SpectraLink wireless infrastructure components include advance exchange parts replacement and technical handset support from 8am to 5pm local time Monday through Friday. Infrastructure includes base stations, MCUs and gateways.

## Wireless Handset Warranty

Warranty services for Polycom SpectraLink wireless handsets, chargers and battery packs include telephone technical support and return factory repair of the defective item. Technical telephone support is available from 8am to 5pm local time Monday through Friday, excluding Polycom holidays. Repair or replacement of defective wireless handsets, chargers or battery packs is shipped within three business days of receipt of the damaged part to the Polycom address provided during the support call. Customers may choose to upgrade the warranty on wireless handsets (see Warranty Upgrades and Additional Service Offerings below).

## Software Warranty

All Polycom SpectraLink wireless software carries a 90-day warranty from date of shipment. Warranty services for Polycom SpectraLink wireless software includes technical handset support from 8am to 5pm local time Monday through Friday. 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.

### **Accessories Warranty**

Polycom SpectraLink Wireless accessories purchased through Polycom are also covered under warranty. Technical handset support for accessories, such as headsets and carrying cases, is available from 8am to 5pm local time Monday through Friday, excluding Polycom holidays. Repair or replacements of defective accessories are shipped within three business days of receipt of the damaged part to the Polycom address provided during the support call.

### **Exclusions**

The following points are not included under the Polycom SpectraLink Wireless Warranty:

- Support of products not listed above
- Onsite repair services performed by Polycom
- Installation support for new hardware
- Technical support for products not under warranty
- Product configuration (infrastructure configuration, handset registration and handset configuration)
- Repair or replacement of equipment caused by excessive shock, or usage outside specified environments or applications
- Services required to repair SpectraLink products which have been opened, disassembled, or otherwise tampered with due to unauthorized attempts by persons other than Polycom employees or persons authorized by Polycom 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: SpectraLink h340 Wireless Handset and PTE110 handsets sold after 9/1/2005
- Services in connection with the relocation of the SpectraLink systems, or the addition, removal, or maintenance of other devices not furnished by Polycom, such as communications devices, networks, or links

### **Polycom Responsibilities**

- Provide toll-free hotline telephone number for accessing Polycom 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 warranty 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 Polycom installation guides.
- Provide all onsite labor necessary to assist Polycom in system troubleshooting and to receive, replace, and return all parts as required to affect a repair.
- Provide unattended dial-up modem access in SpectraLink systems for remote diagnosis by Polycom service personnel.
- Customers will return, at the customer's expense, all defective equipment to Polycom for which an advance 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.
- Provide 30-day written notice on company letterhead in order to cancel post-warranty contracts with Polycom.



### **Warranty Upgrades and Additional Service Offerings**

In addition to the standard warranty, Polycom offers Customers the option to purchase the following upgrade options:

- Assured Upgrade – provides advance replacement Infrastructure Product Parts
- Priority Upgrade - provides a one-day repair service
- Advance Upgrade -advance replacement repair for Infrastructure and handset product parts
- Advanced Plus Upgrade -advance replacement repair for Infrastructure (onsite) and advance replacement repair for handset product parts
- Liquid Damage Coverage -for SpectraLink 6000 and 8000 Series handsets.
- The following additional support services may be purchased as required:
  - Onsite technical support
  - After hours remote system testing
  - Expedited/Advance ship repairs
  - Software upgrades

### **Return Material Authorization**

- All equipment failures must be verified by a Polycom 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 Polycom 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 Polycom. 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 Polycom packaging included.
- For more information please contact your Polycom reseller or representative or Polycom at 800 775 5330.

