



Polycom[®] SpectraLink Wireless Warranty Guide*

*The following warranty information is specific to Polycom SpectraLink Wireless systems only. Please reference the Polycom Product Warranty Guide for warranty information on Polycom 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 for the first 12 months after the wireless system purchase. This is done in conjunction with customer provided on-site 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 Telephones, Chargers, Battery Packs and accessories.

Term

All new Polycom SpectraLink Wireless 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.

Infrastructure Warranty

Warranty services for Polycom SpectraLink Wireless infrastructure components include advance exchange parts replacement and technical telephone support from 6am - 6pm Monday through Friday Mountain Time. Infrastructure includes Base Stations, MCUs and Gateways.

Wireless Telephone Warranty

Warranty services for Polycom SpectraLink Wireless Telephones, Chargers and Battery Packs include telephone technical support and return factory repair of the defective item. Technical telephone support is available from 6am – 6pm Monday through Friday Mountain Time, excluding Polycom holidays. Repair or replacement of defective Wireless Telephones, Chargers or Battery Packs is 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.



System Software Warranty

All Polycom SpectraLink Wireless software carries a 90-day warranty from date of shipment. Warranty services for Polycom SpectraLink Wireless System Software include technical telephone support, from 6am - 6pm Monday through Friday Mountain Time. 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 telephone support for accessories, such as headsets and carrying cases, is available from 6am – 6pm Monday through Friday Mountain Time, excluding Polycom holidays. Repair or replacements 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 the Polycom SpectraLink Wireless Warranty:

- Support of products not listed above.
- On-site repair services performed by Polycom.
- Installation support for new hardware.
- Technical support troubleshooting beyond the product 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 repairing SpectraLink products which has 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 Telephone 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 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 Polycom installation guides.
- Provide all on-site 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.
- Customers must give 30-day written notice on company stationery in order to cancel Polycom post-warranty contracts.

Warranty Upgrades and Additional Service Offerings

Polycom offers several upgrade options to standard warranty:

- Assured Upgrade – provides advance replacement Infrastructure Product Parts
- Priority Upgrade - provides a one-day repair service
- Advance Upgrade -advance replacement repair for Infrastructure and Telephone Product Parts
- Advanced Plus Upgrade -advance replacement repair for Infrastructure (on-site) and advance replacement repair for Telephone Product Parts
- Liquid Damage Coverage -for SpectraLink i640 and SpectraLink 6000 Wireless Telephones only. The following 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 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.
- Please contact your Polycom reseller or representative for more information at 800.775.5330.