

Spectralink Products and Services
Territory: United States

Hardware Provisions

- 1. Preamble & Definitions.** These provisions (“Spectralink Hardware Provisions”) summarize certain limited warranties and optional coverage offered by Spectralink Corporation (“Spectralink”) for certain Spectralink devices resold by Vocera (“Spectralink Hardware”).
- 2. Spectralink Limited Warranty.** The Spectralink smartphones and accessories are manufactured by Spectralink and come with a twelve (12) month Spectralink limited warranty. For detailed terms and conditions of this coverage, see https://support.spectralink.com/sites/default/files/resource_files/720-0054-000_H_0.pdf.
- 3. Optional Coverage.**
 - 3.1 Summary.** In addition to the standard Spectralink warranty coverage described in Section 2 above, Spectralink offers optional coverage for technical support and the repair/replacement of products with certain types of damages. For the terms and conditions of this coverage, see https://support.spectralink.com/sites/default/files/resource_files/terms_conditions.pdf. Optional coverage must be prepaid for a one, three, or five-year term at the time of purchase. Pricing will be quoted upon request. This coverage provides for product repair at a Spectralink-operated or supervised facility.
 - 3.2 Details.** The optional coverages offered by Spectralink are “SpectraCare” and “SpectraCare+.”
 - 3.2.1 Spectralink SpectraCare.** Details of the Spectralink SpectraCare are available at <https://support.spectralink.com/service-policies> under the heading “Service Details.” Spectralink may revise this document at its discretion. Please inquire as to whether an updated version is available at the time of an order as Spectralink’s most recent update will govern.
 - 3.2.2 Spectralink SpectraCare+.** Details of the Spectralink SpectraCare+ are available at <https://support.spectralink.com/service-policies> under the heading “Service Details.” Spectralink may revise this document at its discretion. Please inquire as to whether an updated version is available at the time of an order as Spectralink’s most recent update will govern.
- 4. RMA Support Responsibilities.** Spectralink is the direct point of contact for requests for Return Material Authorization (RMA) for Spectralink products purchased and fulfilled through Vocera. Upon receipt of an RMA request from a customer, Spectralink will provide support under the terms of the active Spectralink SpectraCare or SpectraCare+ based on the entitlement of the device for which support is being requested. See <https://support.spectralink.com/rma> for details.
- 5. Vocera Software Maintenance and Technical Support.** In addition to (a) the Spectralink standard and optional warranty coverage described above and (b) the Spectralink RMA support described above, Vocera also offers Software Maintenance and Technical Support for Vocera software. See http://www.vocera.com/sites/default/files/935-16001_Vocera_Software_Maintenance_and_Tech_Support-Rev_P.pdf for details.

Spectralink Services

- 6. Service Program.** Services to be provided by Spectralink shall be as described in the applicable service description and governed by the terms set forth at https://support.spectralink.com/sites/default/files/resource_files/terms_conditions.pdf.

This summary of Spectralink’s warranties, coverage and terms and conditions does not purport to be complete and is qualified in its entirety by reference to the applicable Spectralink documents specified in the hyperlinks above.