

UC-FLEXCARE-C

Premium Crestron Flex Support for New C-Series Systems



UC-C100-T shown

- 24/7 live remote support with a dedicated Crestron Flex team
- Rapid advance replacement⁴
- Extends Crestron's standard limited warranty coverage period from three (3) years to a period of up to five (5) years, for all Crestron-branded hardware included in the covered Crestron Flex conference system, when continuous Crestron Flex Care coverage is maintained from initial purchase through the extended warranty period^{3,4}
- On site support discount⁵

Crestron Flex Care is a subscription support plan available for purchase for terms of one year or longer in connection with the purchase of eligible Crestron Flex conference systems.^{1,2} The term of coverage under an active Crestron Flex Care subscription plan may be extended for a total period of coverage of up to five (5) years from the purchase of the covered Crestron Flex conference system, by purchasing additional subscription terms prior to the expiration of an active Crestron Flex Care subscription plan.^{3,4}

Crestron Flex Care subscriptions provide the benefits described below for the covered Crestron Flex conference system:

24/7 Live Support with Optional Cloud Connection

Crestron Flex Care guarantees 24/7, year round live remote support with a dedicated Crestron Flex support team.

Extended Hardware Warranty

The purchase of Crestron Flex Care extends Crestron's standard limited warranty coverage period from three (3) years to a period of up to five (5) years, for all Crestron-branded hardware included in the covered Crestron Flex conference system, when continuous Crestron Flex Care coverage is maintained from initial purchase through the extended warranty period.^{3,4}

Rapid Advance Replacement

If a replacement device is needed during the warranty period, Crestron will issue an advance replacement unit before the defective unit is sent back to ensure minimal downtime.⁴

Discounted On-site Support

If on site support is needed, Crestron Flex Care subscribers are offered a discounted, all inclusive daily rate without any hidden fees or added costs for travel and expenses.⁵

Specifications

Crestron Flex Care Services¹

Support Hours	Live 24/7, year round remote technical support with a dedicated Crestron Flex support team
Advance Replacement	Replacement parts ship prior to the defective unit being shipped to Crestron during the warranty period ^{3,4}
Extended Warranty	When Plan coverage is continuously maintained from initial purchase through the extended warranty period, the Crestron Standard Limited Warranty coverage period will be extended from three (3) years to a period of up to five (5) years from the purchase of the Eligible Product, for all Crestron-branded components of the Eligible Products. ^{1,4}
On-site Support	Discounted, all-inclusive daily rate without any hidden fees ⁵

Models

UC-FLEXCARE

Premium Crestron Flex Support for M, MM, B, or R-Series Systems

UC-FLEXCARE-C

Premium Crestron Flex Support for New C-Series Systems

UC-FLEXCARE-C

Premium Crestron Flex Support for New C-Series Systems

Notes:

1. Detailed terms and conditions for Crestron Flex Care are posted at www.crestron.com/flexcareterms.
2. Crestron Flex Care subscription support plans must be purchased within 90 days of Crestron's shipment of the covered Crestron Flex conference system.
3. The period of Crestron Flex Care plan coverage may be extended by purchasing additional subscription terms prior to the expiration of an active Crestron Flex Care subscription plan, for a maximum period of coverage of up to five (5) years from Crestron's shipment of the covered Crestron Flex conference system. Crestron Flex Care plans and benefits will expire if continuous coverage is not maintained.
4. The extended warranty applies only to Crestron branded components of the covered Crestron Flex conference system product. Crestron's Standard Limited Warranty applies to all third-party branded components, including the UC Engine and standalone cameras. Warranties and Advance Replacements are subject to the terms of Crestron Standard Limited Warranty and Terms and Conditions of Sale, posted at www.crestron.com/warranty.
5. Subject to the terms of Crestron's On-Site Support program, where available. On-Site Support requires the engagement of an independent Crestron authorized Dealer. To locate a Dealer click the "How to Buy" tab at www.crestron.com.

This product may be purchased from select authorized resellers in the United States, Canada, Australia, New Zealand, and select regions in Europe.

The specific patents that cover Crestron products are listed online at patents.crestron.com.

Certain Crestron products contain open source software. For specific information, please visit www.crestron.com/opensource.

Crestron and the Crestron logo are either trademarks or registered trademarks of Crestron Electronics, Inc. in the United States and/or other countries. Other trademarks, registered trademarks, and trade names may be used in this document to refer to either the entities claiming the marks and names or their products. Crestron disclaims any proprietary interest in the marks and names of others. Crestron is not responsible for errors in typography or photography.

Specifications are subject to change without notice.

©2021 Crestron Electronics, Inc.

Rev 12/31/21