

# UC-FLEXCARE-ADD

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



UC-B30-T shown

- 24/7 live remote support with a dedicated Crestron Flex team
- Optional cloud connection support for faster issue resolution
- Five year warranty for Crestron branded components of the covered Crestron Flex product
- On-site support discount
- Rapid advance replacement
- Annually renewing subscription service

Crestron Flex Care is a subscription service<sup>1</sup> that automatically renews annually to provide 24/7 live remote technical support, an extended five year warranty on Crestron® hardware,<sup>2</sup> expedited advance replacements, and a discounted rate for on-site support.<sup>3</sup> Crestron Flex Care renews at the same flat annual rate to provide coverage for up to five years from the purchase date of a Crestron Flex conference system.

Select the UC-FLEXCARE-ADD plan to add Crestron Flex Care to a deployed M, MM, B, or R-series 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. For a more streamlined support experience, opt in to the Crestron Flex Care cloud connection service at no additional charge to allow a support technician to access the room virtually within minutes.

### Five Year Crestron Hardware Warranty

While subscribed to Crestron Flex Care, the standard Crestron warranty extends to five years from the purchase date for any Crestron branded hardware included in a Crestron Flex conference system.<sup>2</sup>

### 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.<sup>2</sup>

### Discounted On-site Support

If on-site support is needed, Crestron Flex Care holders are offered a discounted, all-inclusive daily rate without any hidden fees or added costs for travel and expenses.<sup>3</sup>

## Specifications

### Crestron Flex Care Services<sup>1</sup>

<b>Support Hours</b>	Live 24/7, year-round remote technical support with a dedicated Crestron Flex support team
<b>Cloud Connection</b>	Optional cloud support connection for quicker issue resolution at no extra charge
<b>Warranty</b>	Five year warranty for Crestron branded components of the covered Crestron Flex conference system product <sup>2</sup>
<b>Advance Replacement</b>	Replacement parts ship prior to the defective unit being shipped to Crestron during the warranty period <sup>2</sup>
<b>On-site Support</b>	Discounted, all-inclusive daily rate without any hidden fees <sup>3</sup>

## Models

### UC-FLEXCARE

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

### UC-FLEXCARE-C

Premium Crestron Flex Support for New C-Series Systems

### UC-FLEXCARE-ADD

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

### UC-FLEXCARE-ADD-C

Premium Crestron Flex Support for Deployed C-Series Systems

# UC-FLEXCARE-ADD

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

### Notes:

1. Detailed terms and conditions for Crestron Flex Care are posted at [www.crestron.com/flexcareterms](http://www.crestron.com/flexcareterms).
2. 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](http://www.crestron.com/warranty).
3. Subject to the terms of Crestron's On-Site Support program. 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](http://www.crestron.com).

This product may be purchased from select authorized Crestron dealers and distributors. To find a dealer or distributor, please contact the Crestron sales representative for your area. A list of sales representatives is available online at [www.crestron.com/How-To-Buy/Find-a-Representative](http://www.crestron.com/How-To-Buy/Find-a-Representative) or by calling 855-263-8754.

The specific patents that cover Crestron products are listed online at [patents.crestron.com](http://patents.crestron.com).

Certain Crestron products contain open source software. For specific information, please visit [www.crestron.com/opensource](http://www.crestron.com/opensource).

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Specifications are subject to change without notice.

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