

KEEPING YOU CONNECTED

# Crestron FLEX CARE

AUSTRALIA AND NEW ZEALAND

**With today's work from anywhere workforce, it's vital to keep everyone connected and productive.**

That means keeping your Crestron Flex UC solutions working all day, every day. The best way to do that is with the Crestron Flex Care premium service and support plan.

At the heart of your Crestron Flex Care plan is the best thing about Crestron; our people. You can connect directly with a Crestron expert 24/7. No shuffling you off to an outsourced call center. And that expert will do whatever it takes, for however long it takes, to get you back up and running as quickly as possible.

## WHAT'S INCLUDED:



### Advance replacement

If needed, we'll issue you an advance replacement unit **BEFORE** you send your existing unit back. One phone call. No forms. No long waits. No repairing.



### 24/7 live support and troubleshooting

You'll have a direct line to a dedicated team of Crestron Flex technical support specialists, standing by to assist you, 24/7. For a more streamlined support experience, simply opt in to our cloud service. This will allow our support team to remotely connect to your system and start helping you within minutes of your call.



### Extended warranty

With Crestron Flex Care, your warranty will be extended from the standard 3-years to an industry best 5-years.



### Discounted on-site service

Finally, if we do need to come your site, we'll do so at 25% off of our standard rate per person per day. That saving alone makes Crestron Flex Care a valuable service.

Crestron  
**XiO CLOUD™**

It is recommended that Flex Care customers also purchase subscriptions to our premium Crestron XiO Cloud® service, which will provide you with an intuitive dashboard for remote provisioning, monitoring and management.



To learn more visit [crestron.com/flexcare](https://crestron.com/flexcare)

## Service and Support

Service	CRESTRON FLEX CARE	Standard Coverage
Support hours	24/7	Business hours
Hardware warranty	5-years for all Crestron hardware <sup>2</sup>	3-years
Advance replacement	Included <sup>1</sup>	Return/replacement
On-site support	25% off person/day rate <sup>1</sup>	Standard person/day rate

### Australia

#### M,B & R SERIES PRODUCTS

ADVERTISED
Time of sale: <b>\$270</b> /year <small>UC-FLEXCARE</small>
After-sale add-on: <b>\$315</b> /year <small>UC-FLEXCARE-ADD</small>

#### C SERIES PRODUCTS

ADVERTISED
Time of sale: <b>\$450</b> /year <small>UC-FLEXCARE-C</small>
After-sale add-on: <b>\$525</b> /year <small>UC-FLEXCARE-ADD-C</small>

#### P SERIES PRODUCTS

ADVERTISED
Time of sale: <b>\$27</b> /year <small>UC-FLEXCARE-PSERIES</small>

#### Terms and Conditions

1. Subject to the terms of Crestron's On-Site Support program.
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 [crestron.com/warranty](http://crestron.com/warranty).
3. Crestron Flex Care is an annual subscription service available in North America, Europe, Australia and New Zealand. The service applies to all Crestron Flex products only.
4. Crestron Flex Care CFC is offered as an optional service to dealers and can be purchased at the same time as the Crestron Flex product (see purchase with product pricing above).
5. If a dealer does not purchase Crestron Flex Care with the Crestron Flex product upfront, they can still purchase it at any point within the original 3-year warranty period from the product ship date (see purchase separately pricing above).
6. If a dealer purchases Crestron Flex Care as the product is purchased, the annual subscription for Crestron Flex Care will commence 30 days after the ship date. During the initial 30 days after purchase and prior to subscription commencement date, dealers will be able to access Crestron Flex Care support FREE.
7. If a dealer purchases Crestron Flex Care post installation, (i.e. not at the time of product purchase) the subscription commencement date will be 30 days after the purchase date. During those 30 days, customers will continue to have access to the standard coverage and not the Crestron Flex Care benefits.
8. Crestron Flex Care subscription will auto renew for a maximum of 5 years from the original product ship date.
9. Dealers have the option to cancel a Crestron Flex Care subscription at each annual renewal.

Crestron  
**XiO CLOUD**<sup>TM</sup>

It is recommended that an XiO Cloud room subscription be purchased alongside each Flex Care subscription. More Information

**\$192**

PER ROOM/PER YEAR  
INCLUSIVE OF ALL  
FUNCTIONAL TIERS

#### FUNCTIONAL TIER

SW-XIOC-EM	\$ 6.00
SW-XIOC-S	\$ 7.00
SW-XIOC-API	\$ 3.00
<b>Total (Per-Month/Per-Room)</b>	<b>\$ 16.00</b>

#### AUS CUSTOMER