



DATASHEET

VIDEO COLLABORATION EXTENDED WARRANTY

Extended hardware warranties protect your investment in Logitech conference room systems by ensuring you can get replacement parts for up to five years from purchase.

Purchasing an extended warranty¹ offers security and peace of mind that come with knowing your Logitech video collaboration room systems and devices are protected against defects. Extended warranties are available for either one year or three years beyond the original Logitech manufacturer's two-year warranty, providing in total up to five years of protection from the purchase date.

Extended hardware warranties are available for Microsoft Teams and Zoom Room bundles as well as standalone conference cameras and appliance solutions from Logitech.

LOGITECH VIDEO COLLABORATION EXTENDED WARRANTY

Purchase your one-year or three-year extended warranty at the time you purchase Logitech video conference room systems — including Microsoft Teams and Zoom Room bundles as well as standalone conference cameras, appliance solutions, and other workspace solutions.

Room Solution or Product		One-Year Extended Warranty SKU	Three-Year Extended Warranty SKU
Microsoft Teams Room & Zoom Room Solutions	Base bundle with Tap	994-000093	994-000153
	Base bundle with Tap IP & RoomMate	994-000177	994-000178
	Small room bundle with MeetUp & Tap	994-000108	994-000160
	Small room bundle with Rally Bar Mini & Tap	994-000144	994-000172
	Small room bundle with Rally Bar Mini & Tap IP	994-000173	994-000175
	Bundle with Rally Bar Huddle & Tap IP	994-000252	994-000253
	Huddle room bundle with MeetUp, RoomMate & Tap IP	994-000192	994-000193
	Medium room bundle with Rally & Tap	994-000109	994-000161
	Medium room bundle with Rally Bar & Tap	994-000143	994-000171
	Medium room bundle with Rally Bar & Tap IP	994-000174	994-000176
	Large room bundle with Rally Plus & Tap	994-000110	994-000162
Room Solutions	Sight	994-000240	994-000239
	Logi Dock Focus Room Kit	994-000222	994-000223
	MeetUp	994-000098	994-000154
	MeetUp + Mic	994-000098	994-000154
	Rally Bar	994-000137	994-000168
	Rally Bar Mini	994-000138	994-000169
	Rally Bar Huddle	994-000248	994-000249
	Rally	994-000100	994-000155
	Rally Plus	994-000101	994-000156
	Rally Camera	994-000107	994-000157
	RoomMate	994-000139	994-000170
	Scribe	994-000147	994-000164
	Swytch	994-000125	994-000165
	Tap IP	994-000150	994-000159
Workspace solutions	Tap Scheduler	994-000151	994-000163
	Logi Dock Flex	994-000258	994-000259
Personal Workspace Solutions	Logi Dock	994-000167	994-000166

Terms & conditions for Logitech video collaboration extended hardware warranty

www.logitech.com/vc-extended-warranty-terms



Contact your reseller
or contact us at
www.logitech.com/business

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¹ Not available in all countries. Contact your reseller.

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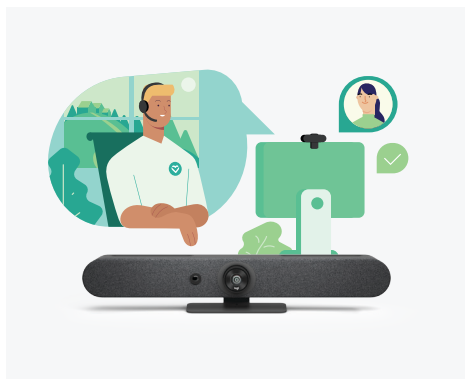


DATASHEET **LOGITECH SELECT**

A COMPREHENSIVE SERVICE FROM A PARTNER YOU KNOW & TRUST!

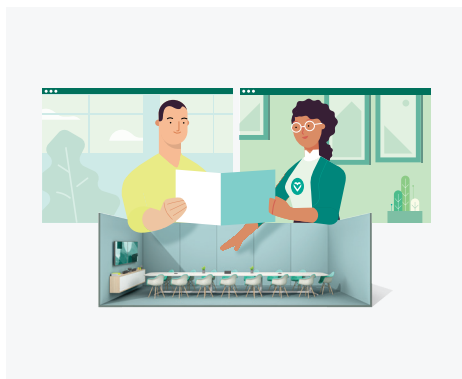
Logitech Select is a comprehensive service plan that delivers reliability, continuity, and peace of mind for the enterprise. It provides ultra-responsive 24/7 support, a Dedicated Service Manager¹, product replacement, accelerated RMA, onsite spares², and advanced insights and analytics including customizable alerts through ServiceNow integration for Logitech Sync users.

PEACE OF MIND FOR THE ENTERPRISE



24/7 Enterprise-Grade Support

Logitech Select's 24/7 enterprise-grade technical support provides the right level of assistance fast - anytime/anywhere.



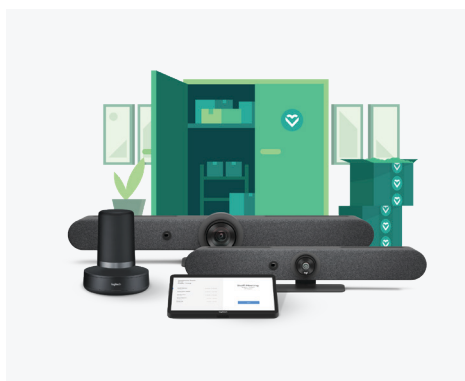
Dedicated Service Manager

Select includes a Dedicated Service Manager, who will act as your primary, high-level technical point of contact. Rely on your DSM for help with setup, technical assistance, and issue resolution within your video conferencing ecosystem¹.



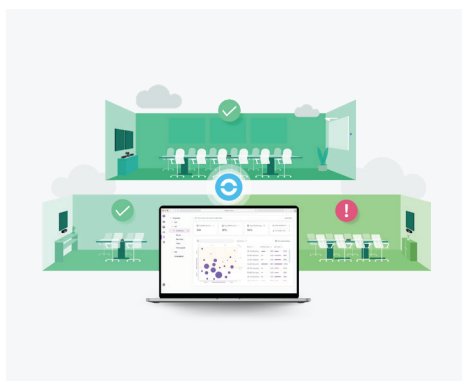
Product replacement and advanced RMA

Product replacement covers all of your Logitech devices in a Select covered room, without the need for separate, device-specific extended warranty. Advanced RMA aims to deliver next business day replacements to minimize downtime.



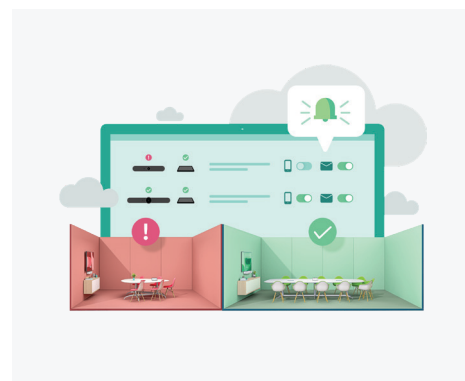
Instant RMA

Our service provides a set of onsite spares for quick activation and rapid resolution. It's the fastest product replacement possible².



Logitech Sync Insights Inform Optimization

Sync helps manage and monitor the health of your video collaboration solution. Enhanced Sync with Logitech Select delivers insights on room usage and occupancy allowing you to optimize your video collaboration solutions³.



ServiceNow Workflow Integration

Logitech Sync makes it easy for IT to monitor and manage meeting room devices. Through its ServiceNow integration, push notifications like device disconnections alert IT so they can seek support to resolve any issue quickly³.

WHY PURCHASE LOGITECH SELECT

PROTECTS YOUR INVESTMENT

When deciding on your video collaboration solutions, you made a significant investment to keep your business connected and innovating. For less than the price of one, in-room video conferencing camera, Logitech Select delivers a robust return on your investment with services and premium insights that will maximize uptime and save you money by eliminating unexpected replacement costs.



DESIGNED & DELIVERED BY EXPERTS

As the market leader in video collaboration solutions, who better than Logitech to deliver premium, expert service to help you recover from downtime more quickly and efficiently while providing peace of mind.

SIMPLE, YET COMPREHENSIVE

Logitech is all about simplicity, ease of use, high quality, and value in what we deliver. This simple, yet comprehensive service allows you to receive expert support from one vendor that will help you resolve any issues, hardware or software, that may unexpectedly arise with your video collaboration solutions.

NEXT LEVEL SUPPORT

While Logitech provides basic business support with all our solutions, we wanted to provide a comprehensive service that is more responsive to what our customers want and need. See the chart below to see how our service plans have evolved to better service your video collaboration solutions.

	BASIC BUSINESS SUPPORT	LOGITECH SELECT
Cost	Included with every Logitech product	Per Room Subscription Fee ⁴
Help Desk Support	Business hours phone and email support	24x7 phone and email support within 1 hour
Dedicated Service Manager	No	Yes ¹
Product Replacement	2 year standard warranty. Ground shipping, time varies	Up to 5 years ⁶ . One business day expedited delivery ⁵
Instant RMA/Onsite Spares	No	Yes ²
Logitech Sync Premium Insights	No	Yes ³
ServiceNow Workflow Integration with Logitech Sync	No	Yes ³

HOW LOGITECH SELECT WORKS

Logitech Select is provided on a room-by-room basis enabling customers to cover as many rooms as they prefer, according to their unique business needs. Licenses are required for each room where IT desires Select support. Get started using Logitech Select by following these four simple steps:

Step 1: Upon purchase of one or more Logitech Select licenses, customers receive from Logitech an invitation to create an account in the Logitech Select Portal. As an IT Administrator, customers may also grant access to third party providers.

Step 2: Assign your Logitech Select licenses to individual rooms within the Logitech Select Portal. Assignment of licenses are required to receive service.

- For customers using Logitech's Sync platform, room and device data can be retrieved from Sync enabling easy assignment of Logitech Select licenses per room. [Learn more about Sync](#).
- For customers not using Logitech Sync, customers can manually enter room information or upload room information via .CSV files to allocate licenses.

Step 3: Accessing Logitech Select services can be done by creating a service ticket in the Logitech Select Portal, or by accessing the "open a ticket" feature within Logitech's Sync platform. For more information, visit logitech.com/select to view a short video on how to open a ticket.

Step 4: Track your ticket resolution or RMA request from within the Logitech Select Portal.

NOTE: To access the Dedicated Service Manager and one set of onsite spares, coordinate with Logitech Select support. Please make sure you have allocated 50 or more Logitech Select licenses to the rooms of your choosing. For access to the Logitech Sync features such as Premium Insights or the ServiceNow integration, please download and set up your video conference rooms within Sync. For more information about Logitech Sync, visit www.logitech.com/sync.

FEATURED PRODUCT SPECIFICATIONS

Covered Solutions	Reliability, continuity, and enterprise-grade peace of mind accompanies each room you designate for a Logitech Select service plan. For rooms of all sizes and the full range of Logitech video collaboration products including hardware and software solutions, count on our expert service assistance and tools to minimize downtime and ensure your video collaboration solutions are always ready when your teams need them.	
Part Numbers	Logitech Select 1 year plan (per room)	994-000149
	Logitech Select 2 year plan (per room)	994-000194
	Logitech Select 3 year plan (per room)	994-000148
	Logitech Select 4 year plan (per room)	994-000195
	Logitech Select 5 year plan (per room)	994-000196



www.logitech.com/select

Contact your reseller
or contact us at
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¹ Available with purchase of a Logitech Select service plan for 50 or more rooms.

² One onsite spare kit for every 50 rooms covered under a Logitech Select Plan.

³ Available for users of Logitech Sync.

⁴ Fee dependent on service plan subscription duration (1 to 5 years).

⁵ Shipping times may vary due to unforeseen situations such as weather conditions, disruption in transportation network or transit, and customs clearance time.

⁶ Up to five years depending on age of hardware, time of plan and time of purchase.

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