

# The high cost of repaired headsets



## In times of economic uncertainty, it's wise to cut back on unnecessary expenditure.

However, putting the health of your staff at risk and jeopardising the value of your brand reputation could turn out to be a costly mistake. Using repaired headsets represents a clear risk to your business since neither the performance nor the safety of these products can be guaranteed.

### The CE Mark

Every headset sold within the EU must comply with strict European legislation covering product performance. The technology that goes into every Plantronics headset enables us to place a CE mark on every product sold. Each component within the headset plays its part in meeting this legislation. If any component is changed then the original CE mark is no longer valid, meaning the product cannot be legally sold unless the CE mark is tested and applied for again by the company carrying out the repairs.

#### Distinction

- 1 Repair** – Making physical changes to replace damaged parts. No companies are authorised to make repairs to Plantronics products.
- 2 Refurbish** – Replacing consumable items, such as ear cushions or voice tubes. You can do this yourself easily with Plantronics authorised spares.



## Acoustic Safety

European legislation is designed to safeguard headset users. Plantronics headsets include advanced acoustic shock protection to ensure loud sounds do not reach your call agents' ears. If any changes are made during a repair this will reduce the effectiveness of headset protection and significantly increase the risk of loud sounds damaging the health of the agent.

## Reliability

Many hidden features ensure the exceptionally high level of reliability of Plantronics products. Items such as strain reliefs on cables, the use of tinsel wire within cables, and gold plated contacts may go unseen but are all-important. Replacing any of these with sub-standard parts in order to save costs will actually result in a product with a lower level of reliability.

Therefore, repaired headsets become a false economy. Lower reliability means you will need to purchase products more frequently, allocate more space to hold stock to cover failures and cover the internal costs of raising multiple purchase orders.

## Acoustic Performance

The majority of your brand interactions with customers come through the contact centre. If your agents cannot hear or be heard then customers will quickly take to social media to voice their frustrations.

By partnering with all the major telephone system vendors, Plantronics has established an unrivalled reputation for headsets that offer optimum performance when used with the wide variety of phones used in contact centres. This ensures you can rely on the best audio quality regardless of which phones you use. Any changes made to a headset during repair will impact performance, making it more likely the headset will stop working with phones and with Plantronics audio processors.

## Mobile Phone Interference

All original Plantronics headsets are designed and tested to ensure they are free from mobile phone interference (usually heard as a buzzing sound when a mobile phone rings). However, if components are changed during a repair then there is no guarantee that this level of protection will be maintained.



## Our Promise

Plantronics has spent many years building up a portfolio of world-class suppliers for its components as well as a comprehensive database of telephones and how to connect to them. We do not share this information with anyone else.

Plantronics encourages companies to purchase and use authorised spares to refurbish headsets where consumable items such as ear cushions have degraded through use.

We do not repair headsets, nor do we authorise any companies to carry out repairs on our behalf. Repaired products offer no guarantee of performance and any repairs or modifications carried out will render the Plantronics product warranty null and void.

With this commitment to quality you can be confident that when you purchase a Plantronics headset you are getting a product that offers the highest possible levels of reliability, performance and acoustic safety.

