



## Plantronics Headset Warranty Program & Date Code Guide

### Warranty Terms

- H-Series headsets and M-Series adapters carry a 2 year warranty
- All other headsets, including cordless & mobile models, carry a 1 year warranty

### To Make a Warranty Claim

- Contact SKC for warranty claim assistance:  
Phone: (800) 882-7779      E-Mail: [contact.us@skccom.com](mailto:contact.us@skccom.com)

### Date Codes

Date codes are used to determine the warranty status of your Plantronics headsets

### Where to Find the Date Code

- Headsets: The date code can be found on the earpiece, under the foam ear cover (for those that have a foam ear cover)
- Headsets: The date code is also located on the quick disconnect in some newer headsets
- Adapters: The date code is found on the bottom of the adapter on the white label

### Headset Models & Names

*Note: Polaris models follow the same part numbers as the H-Series headsets, but begin with a P instead of H*

|                 |  |
|-----------------|--|
| StarSet         | H31, H31N  |
| Mirage          | H41, H41N  |
| Supra Monaural  | H51, H251, H51N, H251N                             |
| Supra Binaural  | H61, H261, H61N, H261N                             |
| TriStar         | H81, H81N  |
| Encore Monaural | H91, H91N  |
| Encore Binaural | H101, H101N  |
| Freehand        | H131N, H132N                                       |
| DuoSet          | H141, H141N  |
| DuoPro          | H151, H161, H171, H181, H151N, H161N, H171N, H181N |



## Reading Plantronics Date Codes

### For Headsets Manufactured 1991-1999

| <u>Series</u> | <u>Model</u>     | <u>Features</u>     | <u>Month Codes</u> | or | <u>Service Code</u> | <u>Year</u> |
|---------------|------------------|---------------------|--------------------|----|---------------------|-------------|
| P = Polaris   | 3 = StarSet      | N = Noise Canceling | 1 = January        |    | D = Repaired Jan    | 1 = 1991    |
| Cat = CAT     | 4 = Mirage       | Blank = Voice Tube  | 2 = February       |    | E = Repaired Feb    | 2 = 1992    |
| Blank = H-top | 5 = Supra Mon.   |                     | 3 = March          |    | F = Repaired Mar    | 3 = 1993    |
|               | 6 = Supra Bin.   |                     | 4 = April          |    | G = Repaired Apr    | 4 = 1994    |
|               | 8 = TriStar      |                     | 5 = May            |    | H = Repaired May    | 5 = 1995    |
|               | 9 = Encore Mon.  |                     | 6 = June           |    | I = Repaired Jun    | 6 = 1996    |
|               | 10 = Encore Bin. |                     | 7 = July           |    | J = Repaired Jul    | 7 = 1997    |
|               | 13 = Freehand    |                     | 8 = August         |    | K = Repaired Aug    | 8 = 1998    |
|               | 14 = DuoSet      |                     | 9 = September      |    | L = Repaired Sept   | 9 = 1999    |
|               |                  |                     | A = October        |    | M = Repaired Oct    |             |
|               |                  |                     | B = November       |    | N = Repaired Nov    |             |
|               |                  |                     | C = December       |    | P = Repaired Dec    |             |

Examples:

6N13 = H61N Supra from January 1993

P4G5 = P41-U10P Polaris Mirage Re-manufactured April 1995

### Adapters

The Date Code is printed on the white label on the bottom of adapter.

Month & year printed after the model#

Letter "x" indicates a remanufactured product.

Letters after date represent where unit was built.

Examples:

0396-A-A = Adapter manufactured in March 1996

1294-O-C = Manufactured in December 1994

0695-X-A = Remanufactured in June 1995

### Retail Product

CA/CS10 Month/Year sticker or proof of purchase.

CT10,S10,T10 Week/Year code before Oct 2002, Month/Year sticker after Oct 2002

HL10 Month/Year sticker or Week/Year sticker on the side of the HL10 that rests against the side of the phone when it is hooked up.

CS50 Please contact SKC for assistance with CS50 date codes

B = Base

R = Headset

Example: BJ303201

B = Base

J = Oct (ie A=Jan, B=Feb, etc.)

3 = Year 2003

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## For Headsets Manufactured 2000 - Present

| <u>Month Codes</u> | <u>Year</u> | <u>Service Code</u>  | <u>Series</u> | <u>Model</u>     | <u>Features</u>     |
|--------------------|-------------|----------------------|---------------|------------------|---------------------|
| 1 = Jan            | 00          | R = Refurbished*     | H = H Series  | 3 = StarSet      | N = Noise Canceling |
| 2 = Feb            | 01          | Blank = Not serviced | P = Polaris   | 4 = Mirage       | Blank = Voice Tube  |
| 3 = Mar            | 02          |                      | CAT = CAT     | 5 = Supra Mon.   |                     |
| 4 = Apr            | 03          |                      |               | 6 = Supra Bin.   |                     |
| 5 = May            | 04          |                      |               | 8 = TriStar      |                     |
| 6 = Jun            |             |                      |               | 9 = Encore Mon.  |                     |
| 7 = Jul            |             |                      |               | 10 = Encore Bin. |                     |
| 8 = Aug            |             |                      |               | 13 = Freehand    |                     |
| 9 = Sep            |             |                      |               | 14 = DuoSet      |                     |
| 10 = Oct           |             |                      |               | 171 = DuoPro**   |                     |
| 11 = Nov           |             |                      |               |                  |                     |
| 12 = Dec           |             |                      |               |                  |                     |

Examples:

3-04H4 = H41 Mirage from March 2004

9-03RH8N = H81N TriStar Remanufactured in Sept 2003

11-01P171 = Polaris DuoPro H171 from Nov 2001

\* Refurbished/Remanufactured headsets may also have "refurb" or "re-mfr" stamped on the Quick Disconnect. Refurb/Reman headsets carry a 1 year warranty.

\*\* All DuoPro models have 171 as the model code