



# Complete peace of mind

with the industry's best warranty for your diagnostic displays

## A warranty is a commitment

Barco's warranty is our promise that we stand behind the quality of our products. It's how we protect your clinical efficiency and help ensure quality of care. Our diagnostic displays have a unique 5-year warranty, covering every display system component. That's how strongly we believe in our products and in our commitment to you.

## We cover everything...

Our warranty is all-inclusive, meaning it covers the entire display system, including the display, graphics controller, sensors, QA solution, software and backlight. Unmatched in the industry!

## ... even the display backlight

Because clinical performance is critical, we also guarantee the luminance and backlight hours on our industry leading Nio and Coronis® display systems to ensure clinical compliance throughout the warranty period. Another unrivalled pledge to our customers.

## Expert resources to drive efficiency

Our team of professional customer support experts are there to assist you in your region, speaking your language, and to provide local service and phone support. Our mybarco.com self-service portal offers 24/7 online support so you can get self-help whenever you need it.

## ISO certified and FDA-audited processes

Our service, support and repair facilities are ISO 13485 certified and audited by the FDA to assure the highest level of quality in everything we do, from product definition, through development, testing and order processing to service and repair. So you can be confident that you will receive quality every step of the way.

## Warranty extension programs

To extend the value of Barco's comprehensive warranty, our BarcoCare maintenance and support services can help you avoid unplanned downtime, unbudgeted costs, and outdated solutions. It features options to extend warranty length, and access to expedited and prioritized service.

Find more details on our complete warranty offering and agreements, backlight luminance, product registration and FAQs on [www.barco.com/support](http://www.barco.com/support)



These details represent the Barco standard warranty for diagnostic systems. There are a few special system configurations which have different terms.

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## What's included and what does it mean?

### Standard warranty

This is the warranty that automatically comes with the product. So you'll get this for free with the purchase of your product. The standard warranty covers the full display system and includes all of the services mentioned below.

### Factory repairs

We will repair your products in our factory within 10 business days, starting from receipt of your goods. Our standard warranty even covers transport of all your returns after repair.

### Backlight luminance warranty

Our standard warranty covers the luminance and backlight hours of all Nio and Coronis® displays.

### Upfront replacement

In case of products that are considered to be 'dead on arrival', we ensure upfront replacement of your goods. This means you'll get a replacement product immediately - even before you ship the defective product back to us.

### Phone support

To ensure constant support in your region, we have established dedicated helpdesk hotlines for immediate live phone support during business hours. Our hotlines are staffed by the best trained service professionals.

### eSupport

Log on to eSupport at [www.barco.com/support](http://www.barco.com/support) for technical questions, Return Material Authorization (RMA) and more. Available to you 24/7.

### MyBarco portal

Our [my.barco.com](http://my.barco.com) service portal provides 24/7 online support so you can get self-help whenever it suits you. It is the ideal platform to launch service requests, find driver downloads, product manuals and much more.

