

The best possible treatment for your LED video wall

with Barco EssentialCare for LED service pack



EssentialCare in a nutshell

- Expert support
- Long product lifetime guaranteed
- Shorter response time
- Operational cost predictability

Long-term complete peace-of-mind with guaranteed display uniformity and fast resolution

1. Run LED displays with full confidence and complete peace-of-mind with **up to 10 years*** of dedicated service and support for your system. With over 50 years of visualization experience in mission-critical environments across various industries, you can rely on Barco as a **solid and reliable service partner**.
2. Enjoy **guaranteed color consistency** across all LED displays during the entire contract period. Servicing is exclusively done with fully **batch compatible** replacement modules that meet the specs of your original tiles. A **uniform image**, now and well into the future.
3. Have spare LED tiles at your disposal to cover potential handling damages during the installation. The EssentialCare contract also gives you access to **onsite spare parts** for immediate remediation.
4. Benefit from **priority support** with helpdesk responses to your tickets within four business hours, and spare parts assured to leave the next business day per express shipment.

*10 years for TP, 7 years for XT, 5 years for TP-E and XT-E

Benefits

For end customers:

Peace of mind with long term support

- Least possible downtime with spare parts available on-site
- Predictable budget
- Guaranteed color consistency across the whole display wall
- Up to 10 years support (depending on product)

For partners:

Speed up response time and limit costs

- Expert back-to-back support
- Keep an eye on your installed base with remote monitoring
- Easy parts return process
- Upgrade systems cost-effectively
- Advance swap and express shipment of replacement parts

	STANDARD WARRANTY	ESSENTIALCARE FOR LED
General		
Duration	3 years product warranty	Up to 10 years warranty*
Support services		
E-portal access	Yes	Yes
Helpdesk access	Barco partner/integrator	Barco partner/integrator
Helpdesk availability	Business hours	Business hours (priority handling)
Parts coverage		
Service model	Return to factory for repair	Advance swap
Batch-compatible LED	No	Yes
Onsite spare LED modules	No	Yes
Shipment SLA	Next Business Day economy shipment	Next Business Day express shipment
Spare LED modules during installation	No	Yes
Software		
Application software updates	Yes	Yes
Firmware updates	Yes	Yes
Video wall Management Suite	Monitor	Monitor

*10 years for TP, 7 years for XT, 5 years for TP-E and XT-E

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The information and data given are typical for the equipment described. However any individual item is subject to change without any notice. The latest version of this brochure can be found on www.barco.com. All specs mentioned in this brochure are in accordance with ISO 21118 standards.