

The support you need, when you need it

Barco EssentialCare for projectors



Your benefits

- Get access to priority support
- Rely on upfront replacements
- Enjoy the peace-of-mind
- Pay only for what you need

The show must go on

For those who want to get even more out of their original investment, we offer our flexible Barco EssentialCare services. Both fixed installations and the events business can benefit from a total modular solution guaranteeing worry-free outcomes for all parties involved, because the show must go on at all times!

- **When things get challenging...**

No need to worry, all Barco products are covered by a comprehensive **standard warranty**. It means you can reach out to our helpdesk during business hours with all your questions concerning your Barco product. And, if necessary, we'll swap the defective part or you can ship the unit back to us for inspection and repair.

- **What is EssentialCare?**

EssentialCare offers support that **upgrades and extends** the standard warranty available on all Barco products. The EssentialCare package immediately puts you first in line. It ensures you get **priority treatment**, with reduced response times from the helpdesk and assured fast parts shipment whenever you need it.

- **What if you need more?**

To ensure specialized users get specialized support, the BarcoCare package presents a number of **supplementary service options** providing an extra level of expert help. Only subscribe to the services you need thanks to the modular design. Depending on your requirements, you can choose to add on-site support, preventive maintenance, training and expert hotline to the core service of the EssentialCare package.

Long-term benefits at every level

Accessibility

Priority access to subject matter experts, easy access to firmware and software updates, and express advance replacement with express shipment bring down disruptions in your customer's business to an absolute minimum.

Reliability

When you help your customers get the most out of their Barco investment, you are helping them achieve 24/7 uptime. This boosts their business productivity - and their trust in you as a long-term partner.

Flexibility

Thanks to the modular principle of the BarcoCare Services, you only pay for what you need. Reduce spare parts inventory costs, and avoid non-budgeted service charges, with a fixed-cost agreement. In addition, you can benefit from the ability to sell-on the coverage with a competitive resell value.

Ways we've got you covered

	STANDARD WARRANTY	ESSENTIALCARE
General		
Duration	Product warranty	Up to 5 years
Support services		
E-portal access	Yes	Yes, priority handling
Helpdesk access ¹	Yes	Yes
Helpdesk availability	Business hours	Business hours, priority handling
Parts coverage		
Replacement model	Swap ² / advanced swap ³ / return to factory	Advance swap / return to factory
Shipment SLA	Best effort economy	Next business day express ⁴

Tailored to your needs

Add the following building blocks to the EssentialCare core offering to get the support you need. Check with your local Barco representatives for more possibilities to create the perfect match for your project.

ON-SITE SUPPORT

Keep the show running with an unlimited number of interventions and next business day⁵ on-site technical assistance by Barco engineers.

TRAINING

Get the most out of your projector by understanding its different functionalities. Learn to diagnose and repair your unit with the 'Certified Expert' training.

PREVENTIVE MAINTENANCE

Regular check-ups ensure your system is working at its top performance level. During this yearly visit the projector undergoes a general dust cleaning, the necessary software/ firmware updates and all required maintenance actions⁶.

24/7 EXPERT HOTLINE

The peace of mind in knowing that Barco product expert help is always within reach.

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Disclaimer:

In the Middle-East and Africa region, the on-site service is restricted. Please contact your regional Barco services representative for more information on what regions can be supported.

¹For Barco partners and integrators

²Swap: Barco provides replacement of covered failed hardware parts. Upon reception of the defective part, a replacement part will be dispatched on a best effort basis with economy shipment.

³Advance swap: Barco provides replacement of covered failed hardware parts. A replacement part will be dispatched on the next business day with express shipment. Once you receive the part, you will be required to return the failed part to Barco within 15 calendar days.

⁴In the MEA region, the SLA (service level agreement) shipment is restricted to next business day or next day start of the shipment process due to local regulatory and customs restrictions.

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.

⁵Barco commits to delivering the 'next business day' SLA for on-site assistance on a best effort basis. The execution can vary according to hardware shipping times, transportation restrictions, etc.

⁶Dust filters, cooling liquid and fans are included.