

Barco LED EssentialCare

A unique service package tailored to your LED needs



Up to 7 years complete peace-of-mind with guaranteed display uniformity and fast resolution

1. Run your LED display with full confidence and complete peace-of-mind with **up to 7 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 your LED display 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.

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	Standard warranty	EssentialCare
General		
Duration	3 years product warranty	Up to 7 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		
Replacement model	Return to factory for repair	Advance swap
Batch-compatible LED modules	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	No	No
Firmware updates	Yes	Yes

* XT-E max. 5 years