

F80 Series Warranty and Service Terms

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The Barco standard warranty policy can be found under the following link:

<https://www.barco.com/en/about-barco/legal/warranty-policy>

The product specific warranty terms and conditions are listed below:

- Standard (factory) warranty: 3 year Core from shipment date. Warranty on the laser source is limited to 3 years from shipment date or 20.000 hours of operation, whichever comes first.
- The coverage can be extended up to maximum 5 year in total through an Essential Care service contract (3 year standard warranty + 2 year extension). The coverage on the laser source is limited to the duration of the contract or 20.000 hrs of operation, whichever comes first.
- The Service Level of Essential Care is higher than that during the standard warranty to create differentiation (i.e. to reward customers investing in a service contract):
 - Priority handling of service tickets at the helpdesk:
<4 hrs response time versus < 8 hours during the standard warranty;
 - Faster shipping: next business day express shipment instead of next business economy shipment during standard warranty.
- Laser failures (issuing a warning or an error via the user interface of the projector) are covered under Warranty and Essential Care.
- Brightness decrease of the light source is considered natural and is not included in the standard warranty or Essential Care contract. The products have been designed for approximately 50% light decrease of the light source over a period of 20.000 hours of operation at 25°C in a typical usage mode.
- Scheduled maintenance must be performed by certified technicians that are trained and accredited by Barco. As there are no consumables, F80 maintenance is limited, i.e. no preventive replacement of fans, pumps and no filling of cooling liquid is needed. However, regular cleaning of the lens, the air vents/inlets and the cabinet of the projector is required to ensure full performance and a long lifetime. See the Service Manual for details.