

# EssentialCare for control rooms

Ultimate peace of mind



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

## **Your reputation is our priority**

Your customer's visualization solution was a big investment and that's why it deserves the best possible treatment. With our EssentialCare service pack, we offer maintenance and support services to help you solve issues faster, so you can live up to your customer expectations.

EssentialCare is designed to help you maximize the uptime of your customer's mission-critical systems while keeping support and maintenance costs under control.

## **Meet EssentialCare**

- Support duration – up to 5 years and longer for RPC or LED video walls
- Support services – Service portal to log incidents and access our extensive knowledge base
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Priority business hour helpdesk
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## **Meet EssentialCare for Hardware**

- Hardware coverage- Advance swap service
- Advance swap service  
Express shipment
- Express shipment  
Firmware updates (for the display portfolio)
- Firmware updates (for the display portfolio)

## **Meet EssentialCare for Software**

- Software coverage  
Updates, bug fixes, security patches

- Updates, bug fixes, security patches HW/SW compatibility guarantee
- HW/SW compatibility guarantee Barco CTRL's coverage is managed by a support license
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### Your benefits

Peace of mind with long term support

- Up to 5 years support available on all products
- Up to 10 years support available for rear projection cubes or LED TruePix
- Direct support from Barco service engineers
- Increased success rate of first intervention

Speed up response time to maximize end-user's system uptime

- Issue priority handling with 1-hour response time
- Full-time access to self-help web portal
- Advance swap and express shipment of replacement parts
- Firmware and software always up to date to perform at best

Increase service revenue and keep costs under control

- Reduce spare parts inventory costs
- Upgrade systems cost-effectively
- Avoid non-budgeted support and maintenance costs
- Easy parts return process

Some service offerings may not be available in all regions. For availability of services in your country, please check with your Barco Sales representative