

# EssentialCare for Entertainment

EssentialCare maintenance contract & supplementary service options



- **24/7 access to priority support**
- **Rely on upfront replacements**
- **Enjoy the peace-of-mind**
- **Pay only for what you need**

The show must go on! That's why all our products have been designed to survive the most challenging conditions, and innovative technologies such as laser light sources prolong their lifetimes. On top of this both fixed installations and the events business can benefit from a total modular service solution guaranteeing worry-free outcomes for all parties involved: BarcoCare.

## **EssentialCare**

EssentialCare offers support that upgrades and extends the standard warranty available on all Barco products. The service contract ensures you get 24/7 priority treatment with reduced response times from the helpdesk and assured fast parts shipments. But did you know we also have custom service packages available for your projectors?

## **EssentialCare for F-series projectors**

Our custom service package for Barco's F-series projectors, guarantees 5 years peace-of-mind with continued performance, and brings long-term benefits to distributors, integrators and end-users. From simple questions to complex issues, you'll get direct 24/7 access to Barco's experts who will always handle your request with the highest priority. The premium support you need, when you need it. If you want, you can even opt to have your end-customers discuss hiccups with our experts directly.

More info

## **EssentialCare for G-series projectors**

All Barco G-series projectors (G50, G60, G62 and G100) are covered by a 3-year comprehensive standard warranty. Extend your coverage with one year of EssentialCare and start enjoying the benefits of the higher service levels immediately.

Choosing EssentialCare is choosing to extend the 'advance swap' service offering beyond the standard warranty period. Defective projectors are swapped with a like-for-like replacement that's yours to keep, rather than having them returned for repair, minimizing turn-around-times and eliminating downtime. We have regional swap pools reserved for EssentialCare-covered projectors to ensure the fastest resolution time.

More info

### **Supplementary service options**

- on-site support: rely on an unlimited number of interventions with on-site technical assistance
- preventive maintenance: benefit from a yearly visit to ensure your system is working at its top level
- training: learn to diagnose and repair your unit
- 24/7 expert hotline: know that Barco product expert help is always within reach

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