

Minimizing the cost of downtime

EssentialCare for simulation projectors



Your benefits

- Up to 8 years high-level coverage (and longer upon request)
- Improved speed of support
- Barco certified repair
- Barco certified parts

The loss of billable hours and cost of downtime is considerable, so your simulator is looking for a vision to trust. For those who want their project(or)s up and running with a consistent performance, we have **Barco EssentialCare**. Our custom service package for Barco's F-series projectors, guarantees up to **8 years peace-of-mind** so you can focus on your business.

The Barco EssentialCare for F-series projectors includes

Priority ticket handling, repair and shipping

- EssentialCare service tickets are prioritized at our helpdesk;
- Barco will use expedited shipping to return your projector after repair minimizing transit time;
- Barco's goal is to repair, and ship covered projectors within 5 business days of being received.

Protect your investment with fixed maintenance costs

- Eight years of unlimited interventions (longer upon request) to cover your projector against all functional defects;
- Choosing EssentialCare guards you from failure of expensive parts;
- Dedicated spare part stocks are reserved for prompt repair of covered projectors.

Direct access to Barco technical support

- Barco offers the ability for EssentialCare end customers to contact Barco's support helpdesk directly;
- 24/7 access to our support portal for unlimited support requests.



Upgrade and extend

All Barco products are covered by a comprehensive standard warranty. But with EssentialCare you can reach out to our helpdesk with all your questions concerning your Barco product. If necessary, we'll swap the defective part or you can ship the unit back to us for inspection and repair.

With Barco EssentialCare you can be sure of maximum uptime and minimum maintenance costs, and protect your projector investment.



You can choose to upgrade and extend that standard coverage with an **eight-year EssentialCare** maintenance contract starting from the purchase date of your device.

You can also **add multiple years of EssentialCare** coverage after the existing warranty at any point in time after the projector has been purchased.

FL40 FS40 F70 FS70 F400	Standard Warranty	EssentialCare	No Warranty / Contract
General			
Duration	5 years	More upon request/analysis	
Support services			
Helpdesk access (e-portal, phone)	Yes	Yes (priority handling)	Yes (best effort)
E-portal response time	8 (business) hours	4 (business) hours	16 (business) hours
Phone availability	Business hours	24/7	Business hours
Phone response time	1 hour (callback)	1 hour (callback)	1 hour (callback)
Parts coverage			
Repair model	Return to factory	Return to factory	Return to factory
Spare parts (for repair)	Dedicated spare parts stock	Dedicated spare parts stock	No guaranteed availability
Shipment SLA	Next business day economy	Next business day express	Best effort

Supplementary service options

- Preventative maintenance
- Training
- On-site support
- Low frequency maintenance

Would you like to know more about this solution?
Then visit www.barco.com/en/product/entertainment-essentialcare

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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.

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