

# The support you need, when you need it

EssentialCare for UDM, UDX and QDX projectors



## Your benefits

- Up to 5 years high-level coverage (more upon request)
- Improved speed of support
- Barco certified repair
- Barco certified parts

The cost of downtime can be considerable, from a sports bar not being able to show the big game to an auditorium not being available for the CEO's big presentation. The show must go on at all times. That's why we offer our flexible **Barco EssentialCare** services. Benefit from a total modular service package for Barco's three-chip DLP projectors, guaranteeing worry-free outcomes for all parties involved.

### 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

- Five 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 upfront replacements and prompt on-site 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.

### Pay only what you need thanks to the modular design

- Depending on your requirements, you can choose to add supplementary service options to the core service of the EssentialCare package.



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## 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 a **five-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

UDX   UDM   QDX	Standard Warranty	EssentialCare	No Warranty / Contract
<b>General</b>			
Duration	3 years	Up to 5 years (or more upon request/analysis)	
<b>Support services</b>			
Helpdesk access (e-portal, phone)	Yes	<b>Yes (priority handling)</b>	Yes (best effort)
E-portal response time	8 (business) hours	<b>4 (business) hours</b>	16 (business) hours
Phone availability	Business hours	<b>24/7</b>	Business hours
Phone response time	1 hour (callback)	1 hour (callback)	1 hour (callback)
<b>Parts Coverage</b>			
Repair model	Advance parts swap / return	Advance parts swap / return	Order & buy parts / return to
Spare parts (for repair)	Dedicated spare parts stock	Dedicated spare parts stock	No guaranteed availability
Shipment SLA	Next business day economy	<b>Next business day express</b>	Best effort

### Supplementary service options

- Preventative maintenance
- Training
- On-site support
- Spare parts field service kit

**Would you like to know more about this solution?**  
Then visit [www.barco.com/en/product/entertainment-essentialcare](http://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](http://www.barco.com). All specs mentioned in this brochure are in accordance with ISO 21118 standards.

[www.barco.com](http://www.barco.com)

