

Crazy shows on stage, peace-of-mind backstage

EssentialCare for Barco image processing



Your benefits

- Up to 7 years high-level coverage (more upon request)
- Improved service resolution times during and after standard warranty period
- Dedicated regional swap pools for quick replacements of defective I/O cards
- Barco certified repair

From high-profile corporate presentations to electrifying concert performances, the seamless operation of your image processing solutions is critical. That's why we offer Barco EssentialCare services for our advanced presentation switchers and image processing solutions. Benefit from a rock-solid and flexible service package designed to keep your events running smoothly and your backstage heroes happy.

Barco's EssentialCare for image processing includes

Direct access to Barco technical support

- 24/7 access to our support portal for unlimited support requests which will be prioritized at our helpdesk.

Priority repair and shipping

- Barco will use expedited shipping to return your chassis after repair minimizing transit time;
- Dedicated spare part stocks and regional swap pools are reserved for prompt repair and quick swap of input and output cards of EssentialCare-covered units;
- Barco's goal is to repair, and ship your covered image processing chassis within 5 business days of being received;
- Replacement cards are shipped next-business day, by express shipments.

Protect your investment with fixed maintenance costs

- Seven years (and more upon request) of unlimited interventions to cover your image processing solution against all functional defects.



Upgrade and extend

All Barco image processing products are covered by a 3-year comprehensive standard warranty. You can choose to upgrade and extend your standard coverage by adding the EssentialCare maintenance contract. Add one year of EssentialCare to your standard warranty coverage and start enjoying the benefits of the higher service levels immediately - even during the first three warranty years. You can add up to four years of additional EssentialCare coverage, and even more upon request.



	Standard Warranty	EssentialCare	No Warranty / Contract
General			
Duration	3 years	Up to 7 years (or 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	I/O boards: Advance swap Chassis: Return for repair	I/O boards: Advance swap Chassis: Return for repair	I/O boards: Order & buy Chassis: Return for repair
Spare parts (for repair)	Dedicated spare parts stock	Chassis: Return for repair	No guaranteed availability
Shipment SLA	Next business day economy	Next business day express	Best effort

Supplementary service options

Training

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

M01005-R00-0724-SS

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.

www.barco.com

