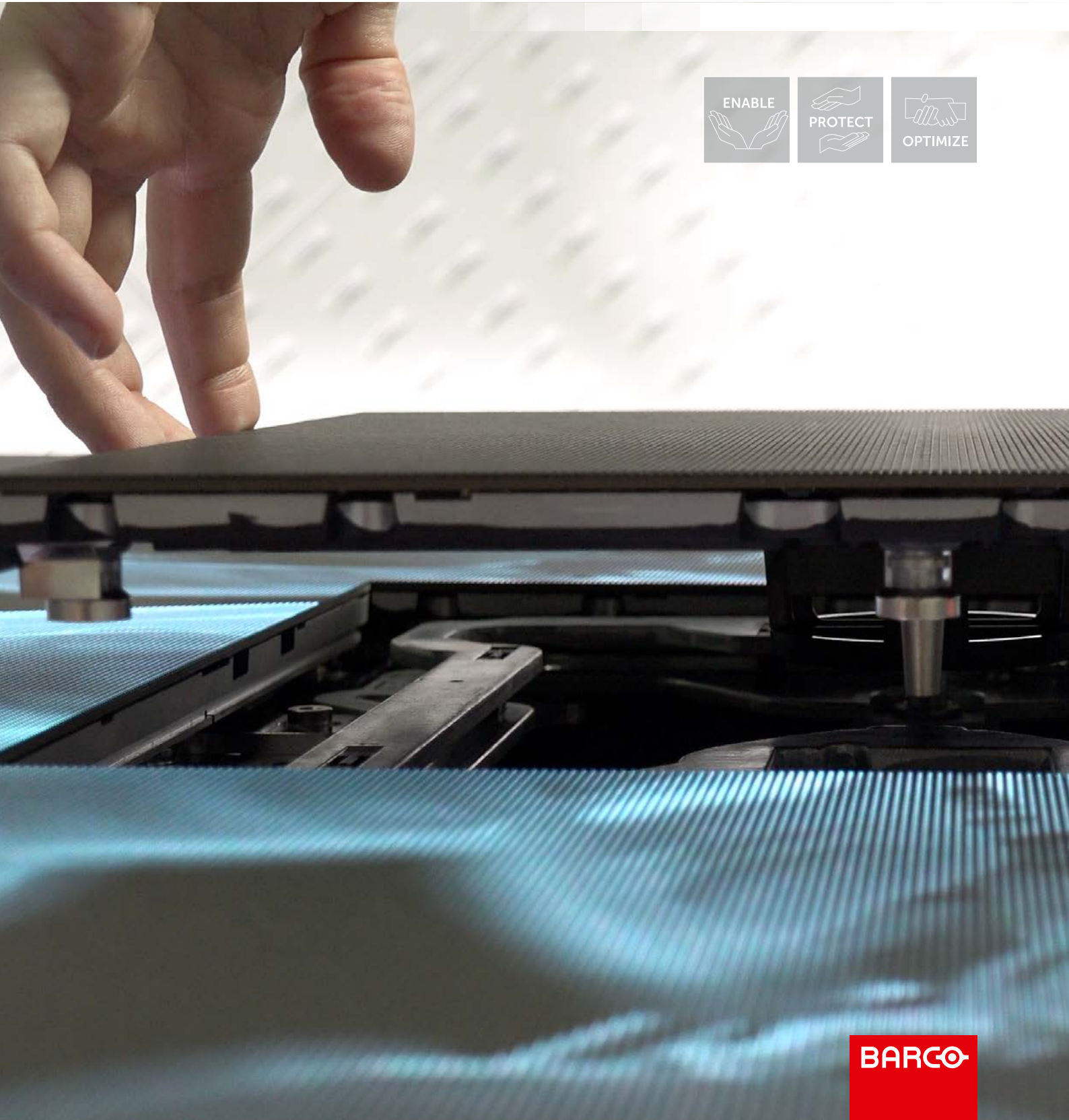


# The best possible treatment for your TruePix video wall

with Barco's dedicated EssentialCare and SmartCare service packs



## EssentialCare in a nutshell

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

## SmartCare in a nutshell

- Higher operational efficiency
- Maximized system uptime
- Overall improved experience
- Remote management and diagnosis

## The smart move, beyond your purchase

With over 50 years of visualization experience in mission-critical environments across various industries, you can rely on Barco as a **solid and reliable service partner**. Our new flagship LED solution TruePix is a truly revolutionary product. Featuring the unique smart engineering design, the product is a lot easier to install and maintain. Some of the innovations include:

- Automatic balancing mechanism ensures a perfect installation, even when the supporting wall is not 100% flat
- Shift insertion to ensure an easy, swift and safe way to insert or replace a module – without risk for damages
- Modules have front and back access, enabling technicians to service from the most suited way

## Long-term complete peace-of-mind with guaranteed display uniformity

1. Enjoy guaranteed **color consistency** across all LED displays during the entire contract period. Servicing is exclusively done with fully **batch compatible** replacement modules that precisely match the color and brightness specs of your original tiles – making sure the canvas shows a balanced and **uniform image**, now and well into the future.
2. Have spare LED tiles at your disposal to cover potential handling damages during the installation phase. The EssentialCare or SmartCare contract also gives you access to **onsite spare parts** for immediate remediation.
3. Benefit from **priority support** with helpdesk responses to your tickets, and spare parts assured to leave the next business day per express shipment.
4. Solidifying your total cost of ownership (TCO) by running LED displays with full confidence and complete peace-of-mind, with **up to 10 years\* of dedicated service and support** for your system.
5. With a SmartCare contract, you get full support of Barco's Video wall Management Suite Diagnose, enabling you to **monitor and diagnose the vital parameters of the LED video wall remotely**. This helps to resolve issues faster and extends the lifetime of your LED wall.

*\*10 years for TruePix, 5 years for TruePix-E and TruePix-Q*

## Benefits EssentialCare

### For end customers:

Peace of mind with long term support

- Least possible downtime with spare parts available on-site
- Predictable budget
- Guaranteed color consistency across the whole display wall
- Up to 10 years support (depending on product)

### For partners:

Speed up response time and limit costs

- Expert back-to-back support
- Keep an eye on your installed base with remote monitoring
- Easy parts return process
- Upgrade systems cost-effectively
- Advance swap and express shipment of replacement parts

## Benefits SmartCare

### For end customers:

Increase operational efficiency, with all benefits of EssentialCare, plus:

- Prevent issues and extend product lifetime with remote monitoring and diagnosis

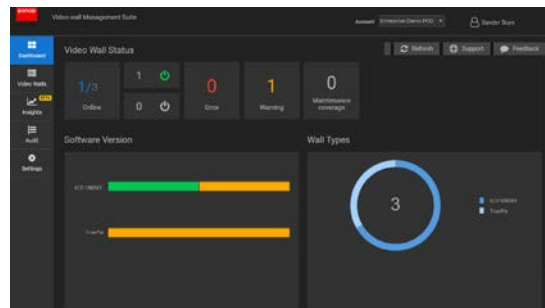
### For partners:

Improve customer satisfaction and reduce costs, with all benefits of EssentialCare, plus:

- Diagnose and fix issues remotely
- Reduce the need for on-site travel of maintenance staff
- Proactive issue detection and resolution
- More accurate issue diagnostic

## Introducing Video wall Management Suite

When (a part of) a video wall fails, it rarely comes without a warning. Panels that have been overheating for a long time, for example, can be expected to fail sooner or later. The trick is to catch the signals and react accordingly. The Video wall Management Suite is Barco's cloud-based connection platform that



allows integrators to **view critical information from their entire installed base of video walls from a central location.** The user-friendly platform is accessible from any device with internet access, whether it's a laptop, tablet or mobile phone. The Video wall Management Suite data can be easily combined with the users' own tools and processes. The state-of-the-art security system ensures complete data protection, thanks to the encrypted communication. The freemium Monitor version provides basic information, whereas the Diagnose mode gives in-depth data enabling users to optimally schedule maintenance visits.

## Upgrade to Pro support

For the critical operations applications that require permanent attention and premium support, EssentialCare can be upgraded with the optional Pro pack.

### 24/7 helpdesk

Barco expert helpdesk available around the clock to support you or the end-user

### Preventive maintenance

One visit per year by a Barco Customer Service Engineer who will check and maintain your equipment to ensure the best performance

### First line support

End-users' calls can be forwarded directly to Barco's expert helpdesk.

### On-site assistance

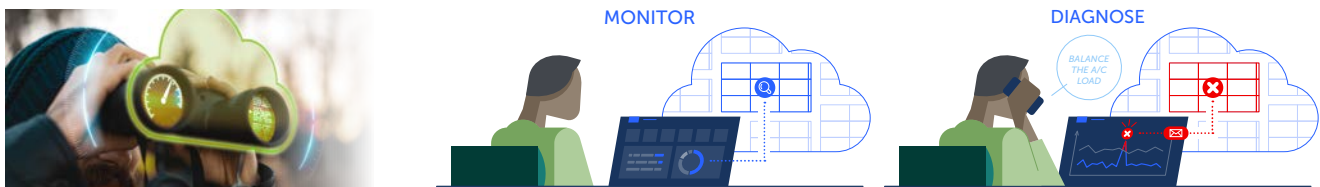
In the unfortunate event that something would fail anyway and cannot be (remotely) fixed, a Barco Service engineer will be on-site by the next business day.

## Getting the TruePix video wall up and running smoothly

For control rooms projects, Barco also offers a range of 'Enable' services that allow you to better plan and perform the installation of the video wall. This portfolio includes **Installation Services, Project Management, Solution Design** and **Training & Documentation.**

	STANDARD WARRANTY	ESSENTIALCARE FOR TRUEPIX	SMARTCARE FOR TRUEPIX
<b>General</b>			
Duration	3 years product warranty	Up to 10 years warranty*	Up to 10 years warranty*
<b>Support services</b>			
E-portal access	Yes	Yes	Yes
Helpdesk access	Barco partner/ integrator	Barco partner/ integrator	Barco partner/ integrator
Helpdesk availability	Business hours	Business hours (priority handling)	Business hours (highest priority handling)
<b>Parts coverage</b>			
Service model	Return to factory for repair	Advance swap	Advance swap
Batch-compatible LED modules	No	Yes	Yes
Onsite spare LED modules	No	Yes	Yes
Shipment SLA	Next Business Day economy shipment	Next Business Day express shipment	Next Business Day express shipment
Spare LED modules during installation	No	Yes	Yes
<b>Software</b>			
Application software updates	Yes	Yes	Yes
Firmware updates	Yes	Yes	Yes
Video wall Management Suite	Monitor	Monitor	Diagnose

\*10 years for TruePix, 5 years for TruePix-E and TruePix-Q



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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.