

# EssentialCare Pro for weConnect

Premium service, complete peace of mind



- **Extended access to product experts**
- **Hassle-free hardware and software coverage**
- **On-site intervention and preventive visits**

With EssentialCare Pro, Barco and your Integrator join forces to ensure the weConnect learning experience goes uninterrupted by technical hiccups that may rarely occur, despite our continuous focus on quality and performance.

- Support duration – aligned to the subscription duration
- Support services
  - Access through your Integrator (and backed-up by Barco)
  - Priority after-hours helpdesk (8am to 11:59pm; mon-fri)
  - 1-hour response time via phone (4 hours via e-ticket)
- Hardware coverage
  - Advanced swap service
  - Express shipment
  - On-site spare parts
- Software coverage
  - Software and firmware updates
- On-site services (executed by your Integrator)
  - On-site assistance
  - Preventive maintenance
- On-site

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