

Get back to business fast

with Barco CarePacks for maintenance and support



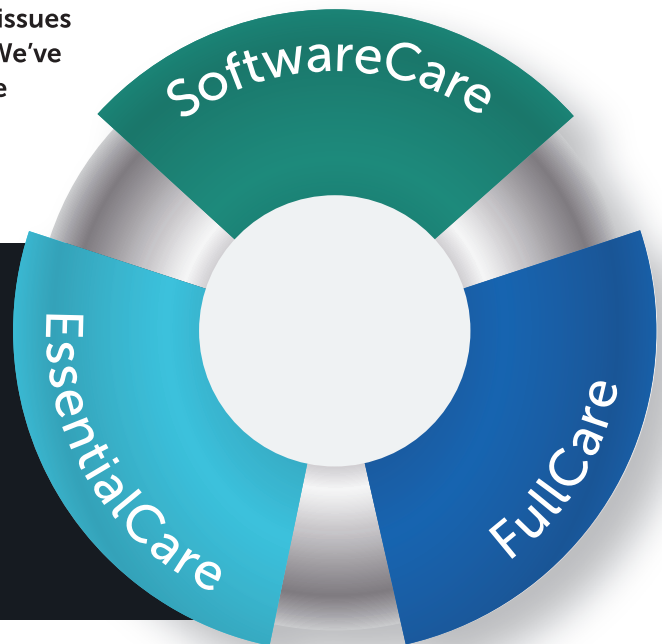
BARCO

Your reputation is our priority

Your customer's visualization solution was a big investment and that's why it deserves the best possible treatment. With our EssentialCare, FullCare, and SoftwareCare CarePacks, we offer maintenance and support services to help you solve issues faster, so you can live up to customer expectations. We've developed these CarePacks to help you maximize the uptime of your customer's mission-critical systems. Because your reputation is our priority.

Meet our CarePacks

Sometimes, standard warranty just doesn't suffice. When hardware or software issues come up, the sooner your customers are up and running again, the better. For those business-critical needs, we offer three CarePacks.



EssentialCare Timely parts replacement, expert support

We'll send you a replacement unit prior to return and give you specialist support during business hours.

EssentialCare is the perfect choice when you want to complement your own service offering with specialist Barco expertise and support.

FullCare 24/7 support, on-site assistance

We'll serve your most urgent needs with 24/7 support, on-site assistance and express shipment of parts.

FullCare is the perfect choice when you want to rely on Barco expertise to fully support your customer.

SoftwareCare Your software always up to date

Get access to the latest updates, versions, security patches and bug fixes for your Barco application software. And rely on expert and remote assistance.

SoftwareCare is the smartest choice to keep your customer's software solutions fully up to date.

Ways we've got you covered

Online support

Our myBarco e-portal is a 24/7 online self-service portal that you can access whenever it suits you. It is the ideal platform to launch service requests, find downloads, product manuals and much more.

Professional helpdesk

Thanks to our dedicated helpdesk hotlines, you'll get immediate, live phone support. Trained product specialists will assist you in real time and in many languages, to get you up and running again quickly. If you choose the FullCare pack, the helpdesk will be at your service 24/7.

Your benefits?

Our services will help you respond faster in case of critical issues. What's more, you'll be backed by the technical expertise of our in-house service engineers.

Speed up response times

Priority access to subject matter experts, easy access to firmware and software updates, and express advanced parts replacement handling minimizes disruptions to your customer's business.

Build your reputation

Help your customers get the most out of their Barco investment. Ensuring 24/7 uptime will improve their business productivity and your reputation.

Increase service revenue

Reduce spare parts inventory costs, upgrade systems cost-effectively, and avoid non-budgeted service charges, with a fixed cost agreement.

We got adequate first-level training and enjoyed prompt services, supplies and technical skills whenever needed. In short, we are 100% satisfied with our choice for Barco.

Dennis Thomas, Head of Infrastructure Services,
Capita IT Services



Choose EssentialCare if:

- you need next-business day shipment of parts
- you have in-house service engineers, trained and specialized in Barco hardware
- you have your own first level helpdesk
- you want full-time access to our self-help e-portal
- you need business hours technical helpdesk access

Choose FullCare if:

- you need end-to-end Barco service support
- you also need after-hours and weekend helpdesk support
- you need first and second line helpdesk support
- you need next-day shipment of parts
- you need part replacements and technical assistance on site

Choose SoftwareCare if:

- you want to make sure your customers run the latest and most secure version of their Barco software
- you need remote assistance for your software solutions
- you have in-house service engineers, trained and specialized in Barco software
- you have your own first line helpdesk
- you need business hours technical helpdesk access

Parts coverage

Rely on express shipment of replacement parts. With FullCare, replacement units will be sent to you on the next day, even in weekends. We'll even come to you! Our service engineers provide repair services like no one else.

On-site assistance

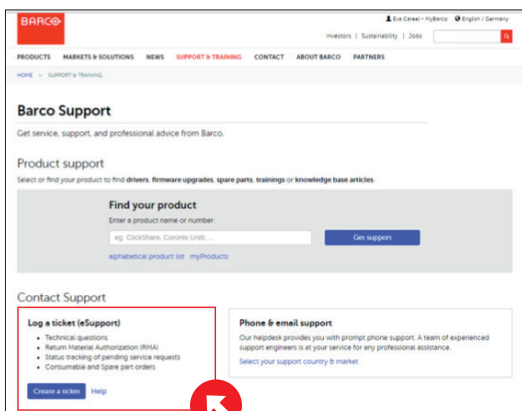
Our team of service professionals offers the expert assistance you need at your facility, from maintenance and consultancy to repair and parts replacement assistance.

4.

How can I report a service incident?

You can log a ticket via eSupport:

<http://www.barco.com/support>

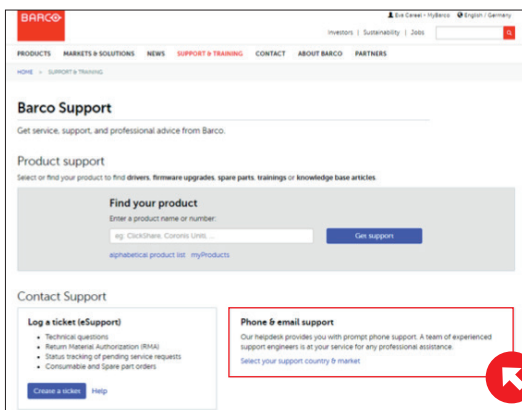


5.

How and when can I reach the Barco service helpdesk?

Select your country & market for phone and

email support: <http://www.barco.com/support>

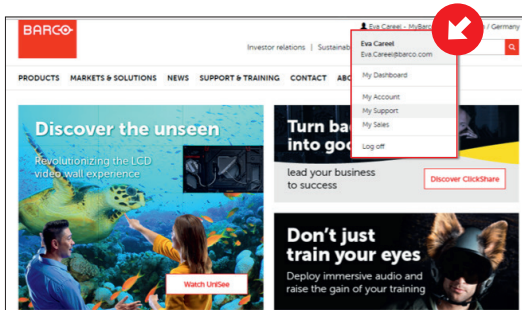


6.

Where can I find more information about Barco services?

Log on to MyBarco and visit the

support portal "My Support".



New to MyBarco? Register here:

<http://www.barco.com/en/register>

You ask? We serve!

1.

Which products are covered?

Hardware

- LCD video walls
- LED rear-projection video walls
- LASER video walls
- AV controlware
- Other products:
ClickShare range, F-series projector range

Software

- CMS
- OpSpace
- TransForm N
- Virtual Matrix

*upgrade paths available on www.barco.com/product/led-video-wall-upgrade-kit

2.

Can I order spare parts after the warranty has expired?

Sure, no problem. Just contact us via
<http://www.barco.com/support>

3.

How can I upgrade my maintenance agreement?

Contact our sales desk via
<http://www.barco.com/support>

BARCO

Our CarePacks

Hardware CarePacks	EssentialCare	FullCare
Technical support		
Helpdesk response time	1 hour (phone) 4 hours (service ticket)	1 hour (phone) 4 hours (service ticket)
Helpdesk access	Barco partner/integrator	Barco partner/integrator and/or end-customer
Helpdesk - availability	Business hours	24//7
Parts coverage		
Replacement model	Advance swap	Advance swap
Shipment SLA	Next Business Day express*	Next Business Day express and Next Day hotline for emergencies**
On-site services		
On-site assistance	Price on request	Next Business Day**
Preventive maintenance	Price on request	1 visit per year***

Software CarePacks	SoftwareCare
Technical support	
Helpdesk response time	1 hour (phone) 4 hours (service ticket)
Helpdesk access	Barco partner/integrator
Helpdesk - availability	Business hours
On-site services	
On-site assistance	Remote assistance On-site assistance available via FullCare or at standard prices
Software	
Application software updates	Yes

* In the MEA region, the shipment SLA is restricted to next business day or next day start of the shipment process due to local regulatory and customs restrictions. For the F-series projectors, there is no advanced swap option available. The replacement model for projectors is 'Return to Factory' (RTF) as defined in the Barco warranty rider.

** Barco commits to delivering the 'Next Business Day' SLA for on-site assistance on a best effort basis. The execution can vary according to hardware shipping times, transportation restrictions, etc.

*** Yearly preventive maintenance visits only included for maintenance contracts with a value higher than €25.000, and in designated regions.

Disclaimer:

In the Middle-East and Africa region, the on-site service is restricted. Please contact your regional Barco services representative for more information on what regions can be supported.

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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.