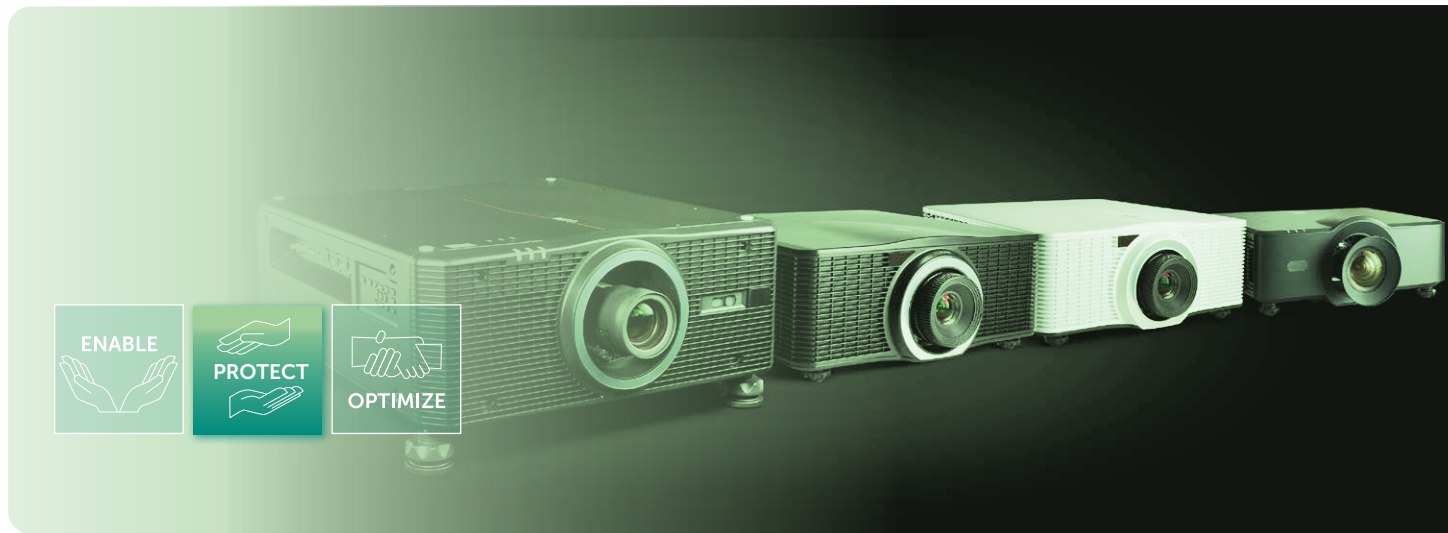


Fast resolution for maximum uptime

Barco services for G-series projectors



Your benefits

- Dedicated regional swap pools for quick replacements of defective projectors
- Up to 5 years high-level coverage
- Improved service resolution times during and after standard warranty period

The cost of downtime can be considerable, from a theme park having to shut down its ride leaving kids disappointed, to museums not being able to showcase their blockbuster exhibitions. For those who want their project(or)s up and running 24/7, we have **Barco EssentialCare**. Our bespoke service package for Barco's G-series projectors, guarantees up to 5 years continuous peace-of-mind so you can focus on the satisfaction of your visitors.

Barco's EssentialCare for G-series includes

Single field intervention

- Defective projectors are swapped with a like-for-like replacement that's yours to keep. No more waiting around for your unit to be diagnosed and repaired, eliminating downtime.
- Essential Care will ensure the continuation of 'advance swap' rather than the 'return for repair' that applies as a default at the expiry of the standard warranty period.
- Dedicated swap stocks in the different regions reserved for prompt replacements of EssentialCare-covered projectors.

Direct access to Barco technical support and priority ticket handling

- 24/7 access to our support portal for unlimited support requests which will be prioritized at our helpdesk.
- Projectors are shipped next-business day, by express shipments.

Protect your investment with known maintenance costs

- Five years of unlimited interventions to cover your projector against all functional defects; no more bills for parts and labor.

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Upgrade and extend

All Barco G-series projectors (G50, G60, G62 and G100) 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 two years of additional EssentialCare coverage.



G50 G60 G62 G100	Standard Warranty	EssentialCare	No Warranty / Contract
General			
Duration	3 years	Up to 5 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	Advance swap of projector	Advance swap of projector	Return to factory
Shipment SLA	Next business day economy	Next business day express	Best effort
Shipment SLA	Next business day economy	Next business day express	Best effort

Supplementary service options

Preventative maintenance
Training

Would you like to know more about this solution?
Then visit 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. All specs mentioned in this brochure are in accordance with ISO 21118 standards.

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