

Service description: ClickShare SmartCare

This document describes the SmartCare maintenance and support package for ClickShare to Barco authorized distributors, which includes the following service entitlements:

	Standard warranty	SmartCare	
Duration	1 year standard, starting from activation date	5 years coverage, available after end-user registration	End customer and reseller entitlements
Replacement model	Swap Best effort economy shipment	Advance swap NBD express shipment	
Support services			
Helpdesk response time	8 business hours best effort	1 hour (phone) 4 hours (service ticket)	Barco authorized distributor entitlement
Helpdesk availability	Business hours	Business hours	

Duration:

The start date of both the 1 year standard warranty and 5 year SmartCare coverage is set at the point of activation or at 9 months after shipment from a Barco hub. Activation of the product is done by connecting the device to the internet when starting up the unit for the first use. The SmartCare package is included in the ClickShare Conference products but can only be claimed after end-customer registration. Registration can be done by adding the device to the customer's tenant in XMS cloud and must be done within 6 months after activation of the product. Since the end-user is the owner of both the product and the service package, registration must always be done by, or in name of, the end customer.

Parts coverage:

- **Advance swap** - In case of defects, SmartCare covered products are entitled to replacement hardware parts. After verification of the defect by Barco's helpdesk, the replacement part will be shipped, without prior reception of the defective part.
- **Shipment SLA**** - For SmartCare covered products, replacement parts will be shipped through express shipment and will leave Barco's warehouses or that of the designated distributor no later than the next business day.

Support services:

- **E-portal access** - 24/7 access to Barco's online support resources and knowledgebase articles for your product(s). Our online support resources can be accessed after secure login to our e-portal through www.barco.com.
- **Helpdesk response time *** - For SmartCare covered products, our helpdesk will respond to service requests within:
 - 1 business hour in case of telephone requests in which the caller has left a voice mail or callback number.
 - 4 business hours in case of requests logged via Barco's electronic service ticketing system.
- **Helpdesk availability** - SmartCare covered products are entitled to business hours helpdesk support. Barco's helpdesk provides phone, mail or e-support access to technical

support engineers who assist in solving issues. Phone support is available during predefined hours (as defined on the Barco Helpdesk website) in the designated support centers' local time Monday to Friday, excluding national and local holidays observed by Barco. Outside business hours, online tickets can be logged on a 24/7 basis.

* Helpdesk response times are only applicable to the EMEA and North-America regions

** 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.

On-site services: SmartCare does not include on-site services by Barco or a Barco certified service partner. However, customers can always order preventive maintenance visits as a separate service package, and on-site assistance from a Barco or Barco certified engineer at standard rates.

XMS Cloud access:

During the 5 year SmartCare coverage, the end-customer is entitled to access to the Barco XMS Cloud functionalities including



- Remote fleet management (control and update) of the ClickShare products
- Usage insights

Software: All ClickShare customers are entitled to download and install the software updates that are made available through the Barco website.

Applicability:

The above services apply to the following Barco ClickShare products:

Product overview
CX-50
CX-30
CX-20

	 Nowe Technologie IT
Gold partner	43-200 Pszczyna, ul. Dworcowa 8 tel. (32) 210 22 11, 326 33 00 barco@unikomp.pl www.unikomp.pl

