

# All-inclusive maintenance for the CAAC



## Pro.CARE maintenance services for ISIS and TCD251 displays

In April 2005, Barco signed an all inclusive maintenance contract with the Civil Aviation Administration of China (CAAC). Within the scope of this contract, Barco is servicing all ISIS and Tower Control Displays (TCD251) in the ATC centers of Beijing, Shanghai and Guangzhou for multiple years, starting from April 2005.

The maintenance agreement fits into the CAAC's NESACC (Northern, Eastern and Southern Area Control Centers) program, which comprises the implementation of central Air Traffic Control facilities in the above-mentioned locations. The contract is an important exponent of Barco's growth in the Chinese Air Traffic Management market.

The contract is just one example of Barco's extensive support and availability services, which are presented under the name **Pro.Care**.

Barco is providing the CAAC with preventive maintenance of all ISIS and TCD251 displays both in the ATC centers and the airport towers of Beijing, Shanghai and Guangzhou. Furthermore, Barco offers all-inclusive 24/7 on-site support and maintenance service. The contract covers all hardware repair needs for multiple years. Extensive training courses are included as well. The Air Traffic Management Bureau of the CAAC enjoys all of these services and maintenance at a fixed annual fee.

In order to guarantee maximum up-time and minimal life cycle cost for its customers, Barco has created its Backlight Renewal Plan. This service ensures replacement of backlight trays with renewed ones, while guaranteeing fast turn around times. At the same time, it allows customers to cut costs, as the used backlights are returned to Barco.



## Contract data

- Close to 150 ISIS and TCD251 displays
- 3 locations: Beijing, Shanghai and Guangzhou

## Specifications

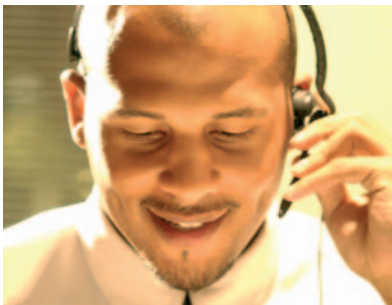
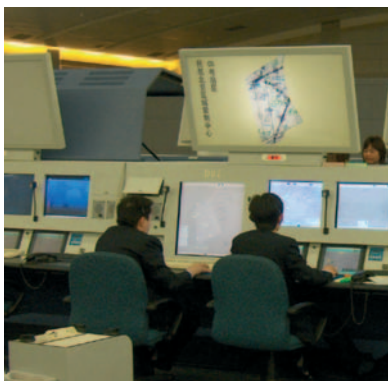
- 24/7 hotline
- On-site preventive and corrective maintenance
- Guaranteed solution within 24 hours
- Local spare availability
- Local front and second line support
- Third line repair at Barco headquarters
- Backlight renewal plan



## PRO.CARE

More than ever, efficient and cost-effective service & support have become essential for the successful performance of a system during its operational life cycle. When operability is at stake, reliable technical expertise is essential.

To ensure maximum support and availability of its products, Barco presents Pro.care, a worldwide support network, with both regional competence centers and local service centers guaranteeing fast turn-arounds, continuous worldwide availability of spare parts and long-term technical expertise.



The **Pro.Care** network consists of:

- 4 main competence centers with in-house design, testing and qualification capabilities.
- 8 regional service centers with in-house production and engineering facilities, which are fully equipped for in-line testing and repair up to component level
- 50 local service centers all over the globe with highly qualified and experienced customer support people

### Pro.Care regional service centers

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In search of continuous improvement

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Technical specifications are subject to change without prior notice

