

# Spares Stock Plan



## A Pro.CARE support service

### Main benefits

- Reduction of the number of in-house spares you need to perform the front-line support
- Up-to-date spares at all times
- Delivery of spares within a short time frame
- Reduced Turn Around Time on repairs
- Cost savings on administration and inventory

In order to increase the uptime of your system, you must be sure of the availability of critical spares at all times. As part of Barco's extensive Pro.CARE support services, the Spares Stock Plan service will ensure the continuous availability of up-to-date spares for its air traffic management components within a minimum and/or predefined lead-time.

Barco offers its Spares Stock Plan in three different levels, according to your specific support needs.

## Bronze plan: long-term spare parts availability

For front-line support, Barco can provide recommended quantities of spare parts. Sets of spares are calculated for a site based on the installed number of displays. With the Bronze plan, Barco commits itself to delivering spare parts for a predefined period after the standard support period, at the standard lead-time.

## Silver plan: spare parts allocation

In order to ensure the supply of spare parts **within 2 weeks** during the complete predefined support period, Barco can provide, the possibility to allocate recommended spare parts.

The customer is guaranteed a fixed lead-time for a predefined number of new spare parts during the entire support period.

As soon as a failure is discovered, an order for the replacement spare is placed at Barco. When the faulty spare part arrives at Barco, it will be repaired at the standard rate and updated if requested. The repaired spare part will be shipped to the customer.

## Gold plan: spare parts storage

In order to ensure the supply of spare parts **within 72 hours** during the complete predefined support period, Barco can provide you with the possibility to stock some recommended spare parts at Barco.

This will ensure you of an up-to-date and speedy delivery of spare parts during the entire support period. As soon as a failure is discovered and Barco is alerted, the replacement spares will be shipped immediately. You now have time to ship the faulty spare to Barco. Once the faulty spare part arrives at Barco, it will be repaired at the standard rate and updated if requested. The repaired spare part will be used to refill your stock. You can request the status of your spare parts at any time.

At the end of the support period, Barco will supply you with the complete set of spare parts.

## Spares Stock Plan: pricing

Upon request pricing proposal can be supplied. The cost will typically depend on:

- The type of spares
- The length of the support period
- The number of spares
- The type of support plan (Bronze, Silver, Gold or a combination)



For any type of support (front or second line), Barco will be happy to assist you in a cooperative and pro-active way.

### PRO.CARE regional service centers

#### Barco

Customer Support Services  
Pres. Kennedypark 35  
B-8500 Kortrijk  
Belgium  
Phone: +32 56 233 099  
Fax: +32 56 233 490  
support.coco.be@barco.com

#### Barco Orthogon AG

Hastedter Osterdeich 222  
28207 Bremen  
Germany  
Phone: +49 421 20 12 20  
Fax: +49 421 20 12 29 99

#### BarcoView, LLC

Customer Support Services  
3059 Premiere Parkway  
Duluth, GA 30097-4905  
United States  
Phone: +1 678 475 8000  
Fax: +1 678 475 8124  
support.coco.us@barco.com

#### Barco Pte Ltd

Customer Support Services  
Blk 750E  
Chai Chee Road #05-03  
Technopark@Chai Chee  
Singapore 469005  
Phone: +65 6243 7610  
Fax: +65 6441 7926  
support.coco.sg@barco.com

Ref. T-S-ISISSPA-1205

Technical specifications are subject to change without prior notice