

Pro.CARE services

Repair services

Barco's worldwide Service Centers are fully equipped to provide a full range of repair services for any Barco produced product. In handling your repairs, our highly skilled engineers work out the fastest and most efficient solution for your problem. A network of branch offices and hubs, support teams and fully backed service engineers in many countries around the world enable express repairs or on-site repair activities on request.

Software support

Barco's software support brings you ongoing maintenance and enhancement of your Barco software products. Barco's support services include a user-friendly mechanism for reporting problems, problem-solving and receiving enhancements and updates. Software maintenance support is provided on each operating system version supported by Barco. Our services incorporate consultancy on using the Barco software products, performance optimization, tuning, installation and problem solving.

Training courses

Barco offers a full range of operational and maintenance training programs brought to you by competent instructors with extensive product experience.

- Barco's hardware maintenance training courses are designed for engineers and technicians servicing the equipment. The courses will allow you to make your diagnosis more accurately and to significantly minimize the repair time.
- Barco's software training courses are designed for application software developers using Barco's graphics and video processing libraries. The training courses focus on the installation of the software onto your system and the optimized use of Barco's software libraries.
- As products and systems become more complex, there is a growing need for operator training. Barco offers a full range of operator training courses enabling you to take maximum advantage of all operational features.

Spares support

At Barco, we understand the critical need for reliable spare parts to ensure the continued support of your system. Barco guarantees the worldwide availability of either spare parts or a form-fit-function replacement, including a one-year warranty during the standard 7-year support period. All spare parts undergo extensive testing before being shipped to our customers (including burn-in testing). Expedited delivery (within 7 days) can be arranged on request.

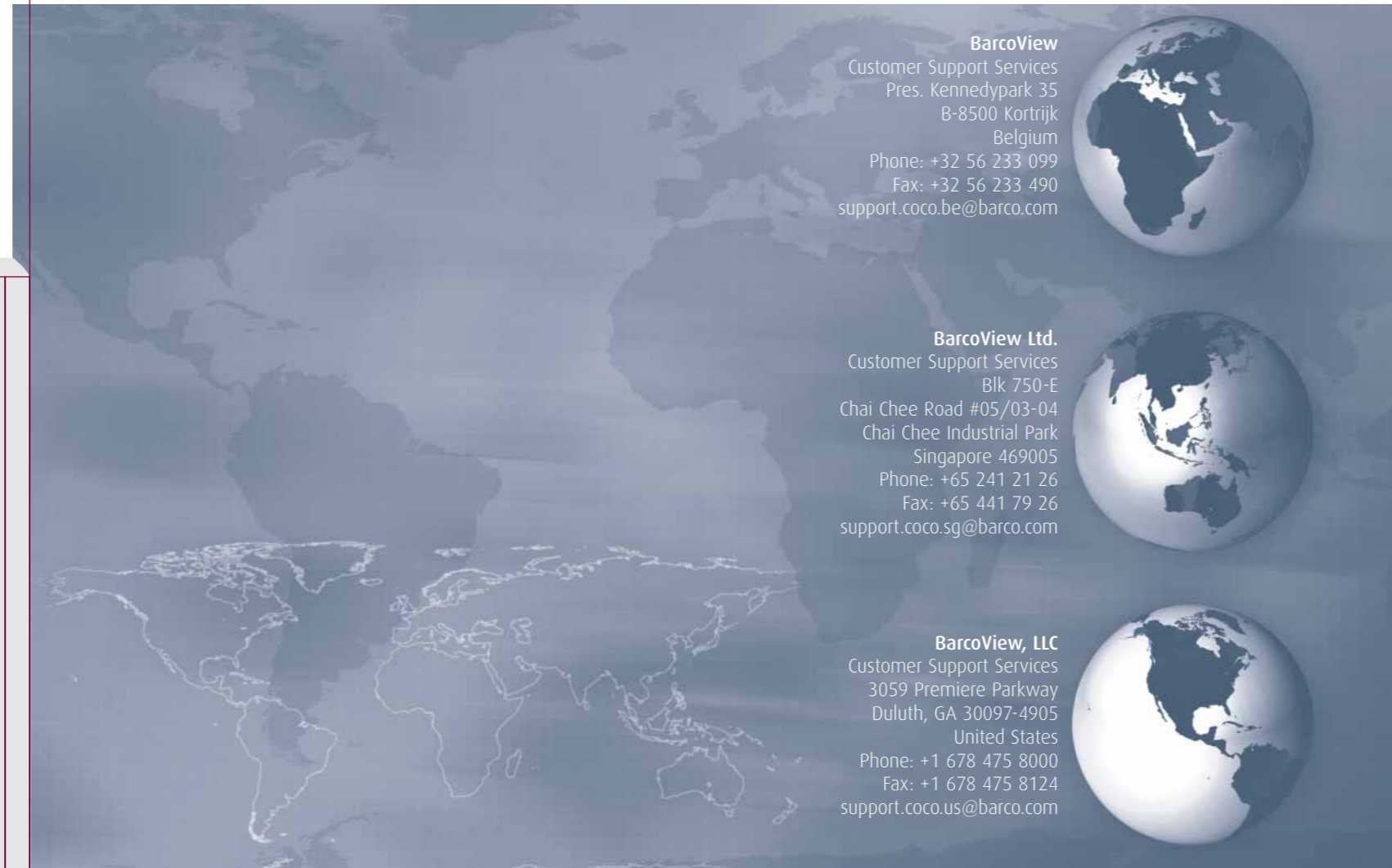
Obsolescence management

Obsolescence management is a key issue during the product design process. As such, Barco thoroughly and continuously examines the component life cycle. We maintain adequate stock of critical components, and whenever possible, products are upgraded with the latest technology innovations without compromising their form-fit-function compatibility. Barco provides support for 7 years starting from the last delivery as standard practice (longer terms are possible).

Other customer services

- **On-site service:** Barco engineers can provide you with the assistance you need on location. Our on-site services include repair, maintenance, training and consultancy.
- **On-site maintenance:** For specific projects, Barco can offer an On-Site Maintenance Contract. This service incorporates both preventive and remedial maintenance at your site and extends from regular check-ups on your equipment to unit repairs or replacements.
- **Installation and integration:** Barco's technical team can assist you in interfacing the Barco equipment to your system and assists you with the system installation and integration.
- **Consulting:** An early involvement of our specialists in your project greatly accelerates the integration of the equipment in your system or the development of the application software. Barco also guarantees that you will make optimal use of all hardware processing power in our graphics controllers.
- **Long-term support:** Barco has the resources, facilities, training and expertise to manage long-term support whenever you need it. Barco has provided support terms up to 25 years on past programs. Our dedicated team of experienced professionals is capable of addressing your program-specific needs.

Pro.CARE regional service centers



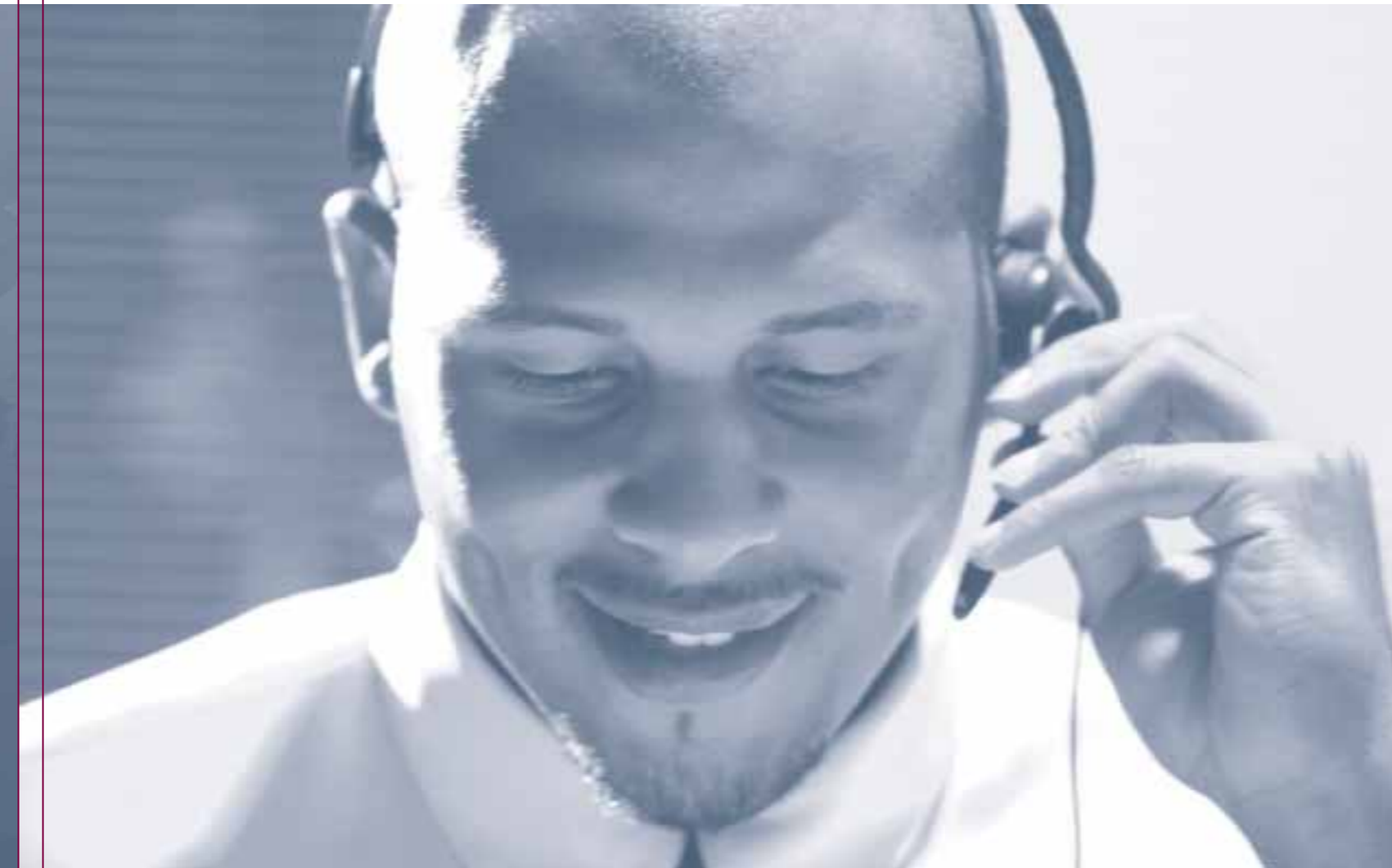
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If you are interested in one of these services, please contact your local sales person or get in touch with one of the Pro.CARE regional service centers.

Pro.Care



Customer Services & Integrated Logistics Support

Expertise you can trust

Total service solutions for Barco Command & Control products and systems

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

At Barco, we believe that the optimal operational performance of your system during its complete life cycle at the most cost-efficient level is the best guarantee for our own continued success.

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. These are your guarantee for fast turnarounds, continuous worldwide availability of spare parts and long-term technical expertise. In addition, Barco provides software support, professional training, consultancy and engineering services.

The Pro.CARE network consists of:

- **Eight local service centers** spread worldwide, with over 50 highly qualified and experienced customer support people.
- **Three major regional competence centers** that can rely on local in-house production and engineering capability with complete design, testing and repair facility up to component level.