

CineCare services

Ensuring cinema without worries



BARCO

Visibly yours

Ensuring cinema without worries



" In all facets of our conversion from 35 mm to digital 2D and 3D projection, Barco has worked alongside us as a trusted partner - fully supporting their products as an integral part of their long-term commitment to Cinemark's success.

Alan Stock, CEO, Cinemark

CineCare is Barco's comprehensive package of services for the professional cinema industry. For every aspect of your projection business, CineCare offers you a dedicated support solution to suit your specific needs and budget.

Why CineCare?

- 1 Maximum projector uptime
- 2 No worries
- 3 100% confidence
- 4 One platform, always up-to-date
- 5 24/7 assistance



Committed to cinema

For more than a decade, Barco has demonstrated a deep-rooted commitment to the cinema industry. Barco participated in the very first digital cinema screenings and has created a track record of innovation and leadership ever since.

Why Barco?

- Nearly 20,000 digital cinema projectors in the field
- More than 1,500 trained & certified service technicians
- The most complete offering of DCI compliant cinema projectors



A strategic partner

Barco has a dedicated digital cinema organization that focuses intensively on customer intimacy and operational excellence. With offices in 90 countries, we can serve you around the globe while still offering you the intimacy of a local representative.

" We are very impressed by Barco's long-term commitment to the global digital cinema market, their proven product quality and their excellent customer support.

Dr. Man-Nang Chong, CEO, GDC Technology

Maximum projector uptime



The smart modular design reduces downtime and turnaround times.

Focus on quality

In digital cinema, uptime and revenue are strongly interconnected. That's why we apply the most stringent quality standards throughout the development of every cinema projector.

Plus, thanks to the handy modular design, every core component of a Barco projector is swappable via side access. This unique feature reduces theater downtime and service turnaround time.

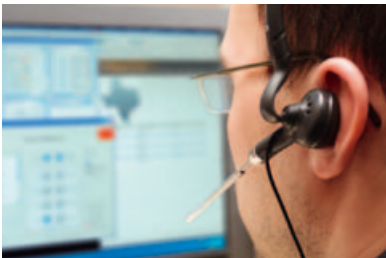
Your benefits:

- Increased projector uptime
- Reduced service turnaround times
- Quick replacement of core components (if necessary)



Worldwide service and support

Barco has established a global network of service and support centers dedicated to digital cinema. Experienced and highly qualified support personnel, familiar with your local language and requirements, are at your service 24/7 for swift professional support.



Experienced, highly qualified personnel is at your service 24/7.

Your benefits:

- Quick access to in-depth technical expertise
- Fast problem solving & express repair
- On-site repair (on request)

" Reliability and uptime are extremely important for any exhibitor, and so the sealed engine was also a major determining factor.

Dr. Man-Nang Chong, CEO, GDC Technology

No worries

Easy command and control

With the intuitive 'Communicator' software, you can easily install, operate and troubleshoot every Barco digital cinema projector in your theater. Available in 14 different languages, Communicator allows you to connect to any projector in your network, from either your PC or the optional touch panel.



Easy installation, operation and troubleshooting via the intuitive 'Communicator' tool.

Your benefits:

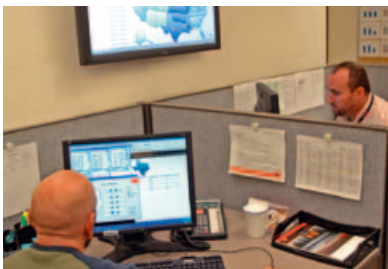
- Quick and worry-free installation and control
- Automated notification *before* an issue occurs
- Continuous monitoring of more than 500 projector parameters
- Step-by-step 'Diagnostics Companion' for fast issue resolution

Widest compatibility

Opting for Barco is opting for the most open and compatible brand in the industry. You benefit from the widest choice of technologies, options and tools to run your business just the way you like. The same 'open' approach is applied to our professional service offering.

Remote monitoring

Barco's Network Operations Center (NOC) services guarantee worry-free performance of your digital cinema network. From our dedicated NOC*, we continually monitor every projector, server, theater management system, and automation controller in your theater. When staff resources are at a premium, the Barco NOC offers you 100% confidence that your valuable assets are being cared for.



Worry-free performance of your digital cinema network thanks to the Barco NOC.

Your benefits:

- Less need for traveling and on-site interventions
- Faster issue identification and resolution
- Higher uptime & lower operational costs
- No need to install and learn complex applications

* Availability depends on location. For the latest information, contact your local representative.

A new degree of confidence

...for theater owners

- Maximum availability of your equipment
- Easy compliance with the highest security standards
- Ultra-fast issue identification and automated corrective actions
- Optimum asset management from anywhere, anytime
- Lowest cost of ownership

...for cinema operators

- 100% confidence in your equipment
- Less firefighting thanks to preventive tools
- Rapid issue identification and initiation of corrective actions
- Remote access to your equipment



Central asset management with minimum effort thanks to the Barco NOC.

...for service providers

- Less traveling thanks to remote issue diagnosis and problem solving
- Automated, ultrafast and error-free notification
- Differentiation of your service offering
- Faster issue identification and correction thanks to remote access
- Improved service planning thanks to clear overview of the installed base

...for integrators

- One dashboard for all your cinema equipment
- Central asset management with minimum effort
- Fast setup and minimal configuration
- Optimum asset management from anywhere, anytime
- Improved sales planning thanks to clear overview of the installed base

" The people at the helpdesk really know the projectors. Having access to such an expert team is very valuable for resolving urgent matters.

Jaroslav Gronowski, Manager, Art Tech Cinema



One platform, always up-to-date

Worry-free software updates

Barco's software support includes ongoing maintenance and updates of your 'Communicator' software. The latest versions of software and firmware are available through our online knowledge database.



Worry-free updates of your 'Communicator' software

Your benefits:

- Maximum performance and compatibility at all times
- Professional consultancy on installation, performance optimization and problem solving

Easy spare parts management

As a Barco customer, you can benefit from a spare parts service level tailored to your specific needs. Based on your criteria, we provide you with the appropriate spare parts so that your theater is up and running again as soon as possible.

Minimal spare parts stock

The spare parts list for Barco's Series II cinema projectors includes only 45 items, and 30% of them are common across all projectors. This commonality has been built into the design, to keep the number of spare parts at an absolute minimum. The full spare parts and consumables matrix is available upon request.

" In addition to the image brightness, vibrant colors and contrast levels, the Kinopolis Group praises the reliability, ease-of-use and serviceability of Barco's digital cinema projectors and support options.

Nicolas Hamon, Product Manager, Kinopolis



24/7 assistance



Online helpdesk

For professional online support, you can contact the Barco helpdesk.

<http://www.barco.com/esupport>



The helpdesk is at your service for:

- Technical questions
- Troubleshooting
- Assistance during installation



Online knowledge database

For quick self-help, you can rely on Barco's online knowledge database.

<https://my.barco.com>



Your handy 24/7 web resource for:

- Up-to-date technical documentation
- The latest software versions
- The latest support solutions



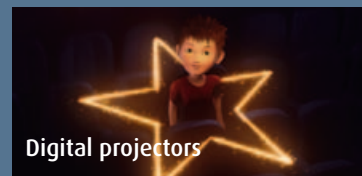
Certified training

The spectacular growth of Digital Cinema has created a huge need for in-depth digital projection training. That's why Barco has launched a certified service partner program to establish a worldwide support network with the highest quality local service and support.

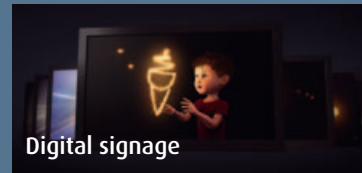
This unique program provides exhibitors with training courses targeted at their specific needs, so that their projectionists quickly become skilled with digital equipment. In addition, all certified service partners can stay up-to-date on the latest service procedures, product updates and new products via a series of online training videos and via dedicated courses through our Digital Cinema Centers of Excellence.

About Barco

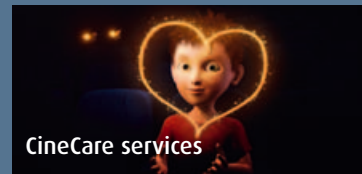
For more than a decade, Barco has been bringing movie magic to life by delivering superb digital projection quality and breakthrough technological innovation. Today, Barco offers a full palette of products and services to provide exhibitors and moviegoers with the ultimate cinema experience.



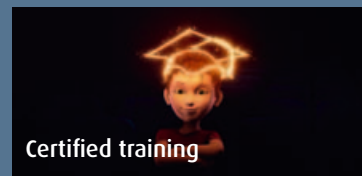
Digital projectors



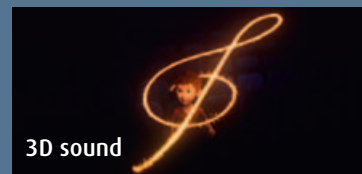
Digital signage



CineCare services



Certified training



3D sound

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Availability of support services is subject to change without prior notice.
The latest information can be found on www.barco.com/digitalcinema

www.barco.com

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