

# Barco Warranty & Support for ClickShare

## Overview of Barco Support for ClickShare

|   | Standard warranty               | SmartCare  |
|---|---------------------------------|--|
| Duration                                    | 1 year as of the Barco Shipment | Extend the standard warranty up to 5 years                 |
| Activation                                  | Automatic                       | By registration online within the standard warranty period |
| Replacement model                           | Swap                            |  |
| Type of support                             | Remote Support                  |  |
| First response time                         | 8 business hours                | 4 business hours   |
| For non-warranty requests 16 business hours |                                 |  |

Please always check for the latest version of this document on

[barco.com/en/support/docs/TDE13091](https://www.barco.com/en/support/docs/TDE13091).

## Who is entitled to Warranty & Support?

Barco's support and warranty is made available to the original buyer of the Product on terms agreed between Barco and that original buyer.

As a manufacturer, Barco extends the support set out in this rider to end users of the products listed in this document.

Please note that Barco's products are sold for use in professional markets only. Even if you are a using our products outside your trade, business, craft or profession, you are not entitled to any warranty for consumers, which is broader or longer than the one set out herein.

## How will you get support?

For support you can either contact your dealer where you bought the ClickShare product or visit our Barco support webpage at [www.barco.com/support](https://www.barco.com/support) for assistance.

Barco offers remote support to partners and end customers who directly log a service case in our [24/7 service portal](#) or call our nearest helpdesk by phone during business hours (as defined on the [Barco support webpage](#) under phone support per country/region).

For access to the service portal or the help desk phone numbers a myBarco account is needed, which can be created as explained here: [KB10012](#).

By selecting your ClickShare product on visiting the related product pages at [www.barco.com](https://www.barco.com), you will find a lot of self-service information for a fast issue resolution.

When using the service portal, remember to provide the serial number of the ClickShare base unit. This helps our system to confirm if your unit is under warranty or SmartCare, leading to a faster-response time.

## How long does the warranty coverage last?

The standard warranty starts automatically as of the shipment from Barco. Since products are not shipped directly to end customers by Barco, we use an internal stock buffer time. You can always check the warranty end date on the [Barco support webpage](#) by providing the serial number of your ClickShare base unit.

The standard warranty for ClickShare products is 12 months, unless specified otherwise in the *ClickShare Product overview* below.

In case you receive a ClickShare base unit with less than the standard warranty period please contact your dealer.

## What is SmartCare and how can it be activated?

SmartCare will give you a free of charge extension on the standard warranty for up to five years upon registering your ClickShare devices. With SmartCare, your service level is increased if you contact Barco support through our service portal. Additionally you can use our XMS Cloud platform to maintain your installed base of ClickShare units with further analytics and insights (see [XMS Cloud Management Platform](#)).

SmartCare activation requires the registration under the end customer's name, and this must happen within the standard warranty period.

You can find more information on how to register the ClickShare base unit in [KB11658](#).

## How can you stay informed?

By logging in with your myBarco account on our webpage, you can subscribe to receive important product information (email Alerts). This way, you will be pro-actively informed about firmware or security updates via email.

You can manage your subscriptions and alert preferences at [myBarco product alerts](#).

## What does the warranty support not cover?

Barco will at its discretion repair, correct or replace a covered defect in line with its service policy, RMA labeling and standard shipping arrangements. For further details, please refer to our [Terms of Support](#).

The warranty support excludes events that do not meet the warranty conditions or that are excluded as per our terms & conditions. For further details, please refer to [Terms & Conditions of Sale](#).

Written terms agreed between Barco and the original buyer of Clickshare devices prevail over this rider in case of contradiction or inconsistency.

## ClickShare Product overview

| Product  | Warranty Period                                   | SmartCare activation possible                     | Service Policy  |
|--|---|---|---|
| <b>ClickShare Bar</b><br>CB Core, CB Pro, ClickShare Button <sup>1</sup>   | 12 months   | Yes – extension to 5 years                        | Exchange with functional equivalent, if a repair or replacement is not commercially reasonable, Barco may opt to credit or refund the amount paid to Barco for the defective product. |
| <b>CX-Series</b><br>CX-20 (Gen1 and 2), CX-30 (Gen1 and 2), CX-50 (Gen2)   | 12 months   | Yes – extension to 5 years                        |   |
| CX-50 (Gen1)   | 12 months, latest start date at December 31, 2029 | Yes – latest activation date at December 31, 2026 |   |
| <b>C-Series</b><br>C-10 (Gen1 and 2)<br>C-5 (Gen1 and 2), ClickShare Button <sup>1</sup>   | 12 months   | Yes – extension to 5 years                        |   |
| <b>Others</b><br>TV Mount, HDMI IN to USB-C convertor  | 12 months   | No  |   |
| <b>CS/CSE-Series</b><br>CSC-1 Set, CSM-1Set, CS-100, CS-100 Huddle, CSE-200, CSE-200+, CSE-800, ClickShare Tray, ClickShare Link, ClickShare Button <sup>1</sup> | 36 months   | No  | Exchange with functional equivalent, if a repair or replacement is not commercially reasonable, Barco may opt to credit or refund the amount paid to Barco for the defective product. |
| <b>WiPG-Series</b><br>WiPG-1600, WiPG-1000P, WiPG-1000S, WiPG-2000S, WiPG-2100, WiPG-1600W   | 36 months   | No  |   |
| XMS-110  | 36 months   | No  |   |
| WHE-100 (SharePod)   | 24 months   | No  |   |

<sup>1</sup> ClickShare Button warranty is following the warranty of the related series where the button applies to. If a button was sold as a part of bundle with the ClickShare base unit, the warranty period will be the same as the ClickShare base unit.