



Service & Support

We understand when a challenging situation occurs you need quick access to expert resources to help address the issue. Our ProCare technicians, trainers, engineers, and product specialists understand your business, your technologies, and the value of your time. Sencore is dedicated to helping our customers plan, install, operate, maintain, and troubleshoot their video delivery business through a simple and efficient approach.

Our model is based on best practices and your specific requirements. Our ProCare options and industry experts are here to support needs when you need them.

Warranty

Sencore's Product Warranty includes one full year of repair parts and labor plus a 30-day instant replacement. Sencore also offers Extended Service Agreements that allows you to lengthen the product warranty and be covered for the years to come.

The Sencore Product Warranty makes sure you are covered if a hardware issue should occur:

- Covers product repair parts and labor for the first year of ownership
- A hardware failure within the first 30 days of ownership will have an instant replacement delivered

With the goal of saving time and money, Sencore has designed the Extended Service Agreement (ESA) program:

- Extend the standard 1 year warranty of your instrument for an additional 2 or 4 years – giving you a complete coverage of 3 to 5 years
- Hassle-free processing that eliminates future maintenance cost including labor, replacement parts, and other costs*
- Locks into today's prices for tomorrow's service needs

** Includes return shipment charges from Sencore to customer. Does not include Customs, Duties, or shipment charges from customer to Sencore. Additional terms and conditions may apply.*

+ Service and Repair – RMA form

If your unit requires repair or calibration please submit this **form** and one of our ProCare Specialists will contact you with an RMA (return material authorization) number and shipping instructions for the return of your unit. The following service options include:

- Proof of Performance (POP) before and after data testing
- Certificate of Conformance (COC)
- Pre-repair estimating available for \$65 that is credited back to you when work is performed
- 120 day warranty on repairs

