

Barco Warranty & Support for ClickShare

Please always check for the latest version of this document [here](#).

Overview of Barco Support for ClickShare

	Standard warranty	SmartCare
Duration	Hub Core, Hub Pro: 3 years ¹ C, CX and Bar series: 1 year ¹	Applicable for C, CX, Bar series ¹
Activation	Automatic	By registration online within the standard warranty period
Replacement model	Swap ²	
Type of support	Remote Support	
First response time	8 business hours ³	4 business hours ³

¹ For further details, please refer to the ClickShare Product Overview table below

² Shipping the product to Barco is the customer's responsibility. Barco will swap and ship the replacement product on best effort basis, usually the next business day

³ All other requests outside of Standard Warranty and SmartCare will be handled on best effort basis

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 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 or visit [Barco support webpage](#) for assistance. Barco offers remote support to partners and end customers who directly log a service case into our [24/7 service portal](#) or log a ticket via [XMS Cloud](#) as explained here: [KB15671](#) or call our nearest helpdesk 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](#).

You will find a lot of self-service information for a fast issue resolution on [Barco website](#)

When using the service portal, remember to provide the serial number of the ClickShare base unit. This helps our system recognize your unit, 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.

The standard warranty coverage for ClickShare Hub is 3 years and for ClickShare C, CX and Bar series is 1 year. Refer to ClickShare Product Overview table below for further details on warranty coverage period for individual ClickShare products.

You can always check the warranty end date on the [Barco support webpage](#) by providing the serial number of your ClickShare base unit.

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 extension on the standard warranty for up to five years upon registering your ClickShare devices. SmartCare is applicable only for ClickShare C, CX and Bar series. Refer to the ClickShare Product Overview table below for further details. With SmartCare, your service level increases 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 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 C, CX and Bar 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 proactively 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 [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.

The ClickShare warranty does not cover the following specifically:

1. Improper Use or Installation

- Damage resulting from incorrect installation, operation, or voltage supply
- Use of unauthorized third-party hardware, parts, accessories, or consumables
- Operation not in accordance with the product manual
- Use of the product without components originally supplied with it

2. Unauthorized Modifications or Repairs

- Damage caused by unauthorized repairs, modifications, or tampering
- Accidental damage, misuse, abuse, or misapplication of the product

3. External and Environmental Factors

- Damage due to external causes such as power surges, signal issues, liquid spill, fire, floods, or other natural disasters
- Functional issues arising from changes in the operating environment, including the discontinuation/malfunction of required external software platforms or connected third party peripherals
- Failures caused by third-party services or protocols including but not limited to Unified Communication platforms (e.g. MS Teams, Zoom, Google Meet, etc.) or other technologies (e.g. AirPlay, Google Cast, Miracast, digital signage, etc.)

4. Normal Wear and Tear

- Cosmetic damage and natural degradation of components over time due to regular use
- Wear and tear of cables and other accessories
- Damage to cables or parts resulting from misuse or abuse (like bending the cable, tampering, etc.)

ClickShare Product Overview

Product	Warranty Period	SmartCare activation possible	Service Policy
ClickShare Hub Core, ClickShare Hub Pro) Clickshare Button/(s) ⁴ , Control Panel ⁴	36 months	No	If a covered defect occurs, Barco will, at its option, provide repair or replacement of the defective hardware and, where applicable, corrective measures for the included software. Replacements may consist of new, refurbished, or functionally equivalent parts, and software remedies may include patches, updates, or reinstallation. If repair, replacement, or software correction is not commercially reasonable, Barco may opt to credit or refund the amount paid to Barco for the defective product.
ClickShare Bar CB Core, CB Pro, ClickShare Button ⁴	12 months	Yes – extension to 5 years	
CX-Series 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	
C-Series C-10 (Gen1 and 2) C-5 (Gen1 and 2), ClickShare Button ⁴	12 months	Yes – extension to 5 years	
Others USB-C extension over CAT Kit, TV Mount, HDMI IN to USB-C convertor	12 months	No	
CS/CSE-Series CSC-1 Set, CSM-1Set, CS-100, CS-100 Huddle, CSE-200, CSE-200+, CSE-800, ClickShare Tray, ClickShare Link, ClickShare Button ⁴	36 months	No	
WiPG-Series 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	

⁴ClickShare Button and, as relevant, control panel warranty is following the standard warranty of the related series (Hub, Bar, C, CX) where the button and/or panel applies to. If a button and/or control panel was sold as a part of bundle with the ClickShare base unit, the warranty period would be the same as the ClickShare base unit.

ClickShare Product Lifecycle policy

For devices under warranty, Barco will provide:

- Product support needed to meet the guaranteed specifications¹, including repair or replacement of covered defects in hardware and corrective measures for included software.
- Security updates necessary to maintain product security and functionality, including essential updates required to meet applicable regulatory compliance
- General upgrades and enhancements to the firmware and software, which may be provided at Barco's sole discretion and are not part of the mandatory warranty obligations

For devices that are out of warranty, Barco will continue to provide:

- Security updates necessary to maintain product security and functionality, including essential updates required to meet applicable regulatory compliance
- General upgrades and enhancements to the firmware and software, provided at Barco's sole discretion

until the formal "End of Support date" when support for the specified Clickshare products ends, as determined in Barco's technical documentation and user information for the relevant product.

As of the End of Support date, Barco will:

- No longer provide upgrades to the firmware or software ecosystem for the relevant product
- No longer ensure the full functionality of the product remains intact (some features may no longer be supported, including XMS and Clickshare app)
- Formally retire the product from the market
- Updates provided during the support period will be kept available as required to meet applicable regulatory compliance

At any given stage of product lifecycle, certain features may not be available due to hardware or software availability and/or limitations (such as discontinuation of services from third parties, SoC discontinuation, OS end-of-life, etc.). In such cases, Barco will make commercially reasonable efforts to offer a viable alternative solution selected at Barco's sole discretion.

The ClickShare Product Lifecycle Policy is only applicable to the ClickShare C-Series, CX-Series, ClickShare Bar, ClickShare Hub Core, ClickShare Hub Pro and associated accessories.