



# ProCare Support

Sencore offers the best maintenance and service options available for your products. With the goal of saving time and money --- Sencore has designed a suite of support options to ensure your gear is in top operating condition at all times.

## ProCare Service Agreement

- Extend your exclusive warranty.
- Add up to 5 additional years of warranty
- Includes hardware, parts and labor

## ProCare After-Hours

Allows you the access you need – at anytime. Sencore’s application engineers are available to you 24x7

## ProCare Loaner Gear

Should your product need repair – you’re covered. Receive a temporary replacement while your product is off line

## BE PREPARED WITH THE OPTIONS YOU NEED

- Eliminate future maintenance, labor and parts costs
- Utilize comprehensive product and systems knowledge
- Lock into today’s prices for tomorrow’s needs
- Hassle-free processing

## CONTACT US FOR MORE INFORMATION

- +1.605.978.4600
- ProCare@sencore.com
- www.sencore.com

## SHOULD A PROBLEM ARISE

- Contact our technical support team to describe the problem you are having: ProCare@Sencore.com or +1.605.978.4600.  
After-Hours subscribers receive after-hours contact instructions  
We will attempt to solve the issue immediately
- If Sencore’s ProCare representative requests that you send your unit in for servicing you must fill out and submit for a Return Authorization – <http://www.sencore.com/procare-support/service-repair>.  
You will then be contacted with your RMA number and are ready to ship your unit to Sencore  
Loaner Gear subscribers will be contacted with additional information
- After receiving your RMA number, include in the attention and ship to:  
Attn: Your RMA#  
3200 W Sencore Dr  
Sioux Falls, SD 57107 USA  
605.978.4600

*Additional terms and conditions may apply.*

ISO 9001:2008 Certified

