



Sencore ProCare Support

Overview

The ProCare Standard support plan ensures a satisfying ownership experience and includes:

- Expert technical assistance during business hours
- Case Management
- User manuals, FAQs

Superior Service & Support

Our ProCare customer support and professional service options are designed to maximize total value to our customers while minimizing total cost of ownership.

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.

Should a problem arise...

ProCare technical support engineers are available to troubleshoot situations with your Sencore products and are usually available within 1 business day. Follow these three easy steps if a problem should arise.

1. Contact our technical support at your convenience. We will need you to describe the problem you are having and we will attempt to solve the issue remotely.

Send an email to ProCare@Sencore.com or call Monday - Friday 8:00am - 5:00pm CST at +1.605.978.4600

2. If Sencore's technical support representative requests that you send your unit in for servicing, visit Support at Sencore.com. There you will find the Return Authorization form. Please fill this out completely and submit. Shortly after submitting you will be contacted with your RMA number and you are ready to ship your unit to Sencore.

3. To return your item after you receive an RMA number, send your unit to

Sencore
Attn: RMA#
3200 W Sencore Dr
Sioux Falls, SD 57107 USA
605.978.4600

ISO 9001:2008 Certified

