






EloCareSM

Protect Your Assets the Way You Need

Choose the level of support you need from our dedicated programs. From Extended Warranty and On-Site Exchange to Advance Unit Replacement and Professional Services, with EloCare, we have you covered every step of the way.

Program Benefits

- 1 Simple to Use
- 2 Minimize Downtime
- 3 Reduce Hassle
- 4 Coverage You Can Count On

	Term	Service Type	Turn Time ¹	Shipping
 Extended Warranty	Up to 5 Years	Depot Repair	10 Business Days from Depot Receipt	Elo Pays return shipping to customer
 Advance Unit Replacement	Up to 5 Years	Advanced Replacement	Next Business Day ^{2,3}	Elo Paid (both ways)
 On-Site Exchange	Up to 5 Years	On-Site Swap	Next Business Day ^{2,4}	Elo Paid (both ways)

Professional Services

With EloCare Professional Services, we make it easy to get projects done right by providing you with dedicated project managers to support you through important stages of your product lifecycle. Whether managing the full scope of a major implementation or utilizing Elo resources to enhance your existing capabilities, EloCare Professional Services provides the support necessary to drive successful execution of your project.



Product Selection



Configuration & Staging



Deployment & Provisioning



Maintenance & Updates



Decommissioning & Recycling

Terms & Conditions

¹ Custom Service Level Agreements also available

² Three (3) business days for large format digital signage

³ Included in EMEA as standard warranty for IDS in applicable markets

⁴ Included in Continental USA as standard warranty for IDS