



## Support Program

# Program Overview

AbelCare is a support program for production equipment owners of all levels that combines a full range of equipment maintenance, frontline tech support, integrated services, and education, with additional support benefits when and where they are need the most.

AbelCare is structured as a flexible spending program, offered in one to three year terms. Members receive program services at pre-discounted rates and can choose the membership level that best meets the degree of support they require.

Not only does this allow for the budgeting of service and training in advance, but AbelCare also offers the peace of mind of knowing coverage is available regardless of what unforeseen support needs may arise.

# Qualifying Services



## Equipment Maintenance

cameras, monitors, tripods, and accessories



## Lens Service

lens maintenance, calibration, and overhaul



## Monitor Calibration

ISF-certified monitor calibration services



## Tech Training

in-person workshops, online classes, and custom training



## Tech Consultations

one-on-one or group technical consultations on all topics



## Integrated Services

on-site installations and integration tech support

LA 888-700-4416  
CHI 877-880-4267  
NY 888-223-1599

[abelcine.com](http://abelcine.com)

# Program Benefits

Enrollment in AbelCare includes, at no additional cost, real-world benefits that ensure support that's as prompt and efficient as possible. The higher the membership level, the greater the discount rate and benefits package.

Program members can use any combination of qualifying training and support services at any point throughout the length of their agreement, in which case, their AbelCare account will be debited by the amount of that specific service. If their AbelCare account is exhausted before the program term is up, they can choose to re-enroll or not. Either way, program benefits will remain in effect for the length of the term.



## Program Levels

annual starting price

Bronze

Silver

Gold

Platinum

Titanium

\$2,400

\$5,000

\$7,500

\$10,000

\$15,000

### Qualifying Services

• Camera system maintenance	•	•	•	•	•
• Lens / optical services	•	•	•	•	•
• Camera matching / firmware updates	•	•	•	•	•
• Monitor calibration	•	•	•	•	•
• On-site tech visits	•	•	•	•	•
• One-on-one or group tech consultations	•	•	•	•	•
• Scheduled AbelCine training	•	•	•	•	•
• Integrated services	•	•	•	•	•

### Included Benefits

• Unlimited phone and email tech support	•	•	•	•	•
• Discounted rental backup equipment (50%)	•	•	•	•	•
• Warranty repair facilitation at no charge	•	•	•	•	•
• Priority tech support response and escalation	•	•	•	•	•
• Priority service scheduling		•	•	•	•
• Camera onboarding			•	•	•
• Free ground shipping on all service jobs				•	•

Members can sign up for amounts in between program levels.

AbelCare can be rolled into equipment leases at an interest-free monthly payment.

\$2,700 retail value

\$5,700 retail value

\$8,650 retail value

\$11,650 retail value

\$17,650 retail value