



Support Program

2021-2023

Program Overview

AbelCare is a support program for all types of production and broadcast customers that combines a full range of equipment maintenance, frontline tech support, integrated services, production services and education, with additional support benefits when and where you need them most.

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

Not only does this allow you to budget for your service and training in advance, but AbelCare also offers you the peace of mind of knowing you're covered regardless of what unforeseen support needs may arise.

Qualifying Services



Equipment Maintenance

cameras, recorders, monitors, tripods, and accessories



Lens Service

lens maintenance, calibration, and overhaul



Monitor Calibration

Calman authorized 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



Production Services

multi-cam, live, remote, and live stream productions

New York
888-223-1599

Chicago
877-880-4267

Los Angeles
888-700-4416

Program Benefit

With your enrollment in AbelCare, you'll receive, at no additional cost, real-world benefits that ensure you're always supported as promptly and efficiently as possible. The higher the membership level, the greater the discount rate and benefits package.

As a program member, you can use any combination of qualifying training and support services at any point throughout the length of your agreement, in which case, your AbelCare account will be debited by the amount of that specific service. If your AbelCare account is exhausted before the program term is up, you can choose to re-enroll or not. Either way, your 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	•	•	•	•	•
• Production 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 actual value

\$5,700 actual value

\$8,650 actual value

\$11,650 actual value

\$17,650 actual value