

SPRING/SUMMER 2021



## Enhanced Service & Support

PANASONIC BROADCAST, CINEMA & PROFESSIONAL VIDEO SYSTEMS
















## PREMIUM SUPPORT\*

Most Panasonic Broadcast, Cinema & Professional Video Systems products come with a one-year limited warranty. To extend your coverage further, and to add a higher level of protection for your product, Panasonic offers extended support options available for purchase. In addition, if you or your staff require product training or equipment deployment assistance with any Panasonic professional video products, we also provide on-site and remote consultation packages that can be made available to you and your organization.

## BENEFITS OF EXTENDING COVERAGE

Panasonic professional video products are built to last. Our extended support coverage offers the professionals who use our products the peace of mind they deserve. With Panasonic's team of technical experts, state of the art repair facilities and high quality standards, you can expect a worry-free ownership experience. Simply schedule your service and send in or drop off your equipment to our Panasonic factory service facility. Panasonic provides a service level that goes beyond the industry standard, offering fast repair processing by factory certified technicians and use of 100% Panasonic OEM parts. With Panasonic's extended support programs, any large and unplanned repair expenses can be avoided, and your potential downtime will be reduced to the absolute minimum.

COVERAGE LEVELS AT A GLANCE	STANDARD	STANDARD PLUS	PREMIUM
	Standard Warranty	Standard Warranty	Extended 4yr Warranty
 Total Coverage	1 Year	1 Year	5 Years
 Technical Product Support	USA Toll-Free Hotline	USA Toll-Free Hotline	USA Toll-Free Hotline
 Product Repair Carry-In / Drop-Off	Available	Available	Available
 Product Repair Mail-In	Available	Available	Available
 Repair Mail-In Shipping Service	Free Ground Return Shipping	Free Ground Return Shipping	Free Next-Day Mail-In & Return Shipping
 Repair Turnaround	5 Days	5 Days	2 Days
 Firmware Update & Software Upgrade Notifications		Included	Included
 Firmware Update & Software Upgrade Support		Included	Included
 Exclusive Membership Welcome Kit		Included	Included
 Preventative Maintenance			2 Sessions Included
 Express Repair Service			Available
 Loaner Product Service			Available (Starting in the First Year)
 Accidental Damage Coverage			Included <sup>1</sup>
PRICE	Included	FREE with product registration	Please see page 4 for pricing

\* Panasonic Premium Support plan is only eligible on new, authorized models, sold strictly in the United States by Panasonic directly or through Panasonic authorized resellers to U.S. based customers. Panasonic Enhanced Service & Support coverage is not available outside of the USA. Panasonic reserves the right to change service and support pricing and terms at its own discretion without notice.

<sup>1</sup> Additional required service will be charged at the standard parts plus labor rates per event. Accidental Damage coverage applies to damages which occur in normal use, with limited coverage for damage which occurs during or resulting from accidents, mishandling, misapplication, modification, misuse, abuse, neglect, shipment or that which is attributed to acts of God. Catastrophic damage is defined as fire, smoke, water or unintentional physical damage. Coverage limits vary based on the product SKU/Premium Support plan (see page 4).

## GLOBAL & OUT OF WARRANTY SERVICE

Panasonic provides support services that extend beyond the standard warranty coverage and are also available outside of the United States. If your Panasonic product is out of the standard warranty or extended support period; service, technical and field support can be provided as required at current set rates or via individual contract. The Panasonic Global Service Network extends across Europe, Asia, North America, Latin America, Middle East/Africa and Australia, providing you repair services wherever you may be traveling or working internationally. For repairs outside of the United States, local service rates will apply.



## PANASONIC PRO PROTECTION STANDARD WARRANTY\*\*

Included with the purchase of your Panasonic professional video product, the standard warranty covers one-year of replacement parts and labor costs due to defects in materials or workmanship which occurs during normal use. You'll be able to utilize our US-based toll-free hotline (855.722.8324) for support and take advantage of a five-day repair turnaround time (exclusive of shipping) if an in-warranty repair is authorized by Panasonic. For further information on limits and exclusions from coverage, please consult the standard warranty documentation that comes in the box with your product.



[FREE]

## PANASONIC PRO PROTECTION STANDARD+ WARRANTY\*\*

Extend the benefits of your standard warranty for free with the Standard+ Warranty. Simply register your eligible Panasonic professional video product at [na.panasonic.com/us/support/standardplus](http://na.panasonic.com/us/support/standardplus) to receive an exclusive membership kit for your product. You'll be automatically signed up to receive Firmware Update & Software Upgrade notification emails from Panasonic so you can always work with the most up to date version of the product. As an added bonus, Panasonic can provide you with complimentary Firmware Update & Software Upgrade telephone, mail-in, or carry-in support as required. In addition, you will be sent a direct link to the Panasonic Provideo Asset Support System (PASS), a website that provides a multitude of support resources, including manuals, technical documents and the latest product news.



## PANASONIC PRO PROTECTION PREMIUM SUPPORT\*\*\*

For enhanced coverage for your Panasonic professional video product, the Premium Support plan could be your best option. When you purchase a Premium Support plan, not only will you receive standard/standard+ warranty and benefits coverage up through the fifth year of ownership of your Panasonic professional video product, but you will also receive accidental damage coverage<sup>1</sup>. In addition this plan includes, two sessions of preventative maintenance service, along with express repair service with free next-day mail-in and return shipping. You may also qualify for equipment loaner service (if product cannot be repaired within 2 days). With the Premium Support plan, you will experience the ultimate level of service, support and protection for your Panasonic professional video product.



## PANASONIC PRO CONSULTATION / TRAINING FULL DAY/HALF DAY ON-SITE/REMOTE

With Panasonic PRO Consultation, you can schedule time with Panasonic experts to provide on-site or remote support for your Panasonic professional video products. Whether you require a Panasonic expert to assist with product commissioning, equipment deployment or need someone to provide you and your staff with operational/engineering training, we have you covered. Our team of technical experts will work to ensure your inquiries are addressed successfully and in a timely and professional manner.



## PANASONIC PRO PROTECTION

# Panasonic

SKU	Description	MSRP Price	Per Incident Payout	Max Payout	Product Model Family
AV-SVCEXTWAR5YA	<b>PRO AV PREMIUM 5Yr Ext Warranty****</b> Provides Five Years of Standard Service. [1-3]	\$275	\$900	\$2,800	AG-AC30, AG-CVF15G, AG-CX10, AG-UCK20, AG-UMR20, AG-UX90, AK-HRP250, AU-XP3, AW-HE38, AW-HE40H, AW-HN38, AW-RP60, AW-UE4, BT-LH1770
AV-SVCEXTWAR5YB	<b>PRO AV PREMIUM 5Yr Ext Warranty****</b> Provides Five Years of Standard Service. [3-6]	\$600	\$1,800	\$6,000	AG-CX350, AG-DVX200, AG-UX180, AJ-CVF50, AJ-HVF21KG, AJ-PG50, AJ-PX230, AK-HRP1000, AK-HRP1015, AK-HVF75, AV-HS60C3G, AW-HE40S, AW-HE42, AW-HN40, AW-RP150, AW-UE70, AW-UN70, TPT-TM003
AV-SVCEXTWAR5YC	<b>PRO AV PREMIUM 5Yr Ext Warranty****</b> Provides Five Years of Standard Service. [6-10]	\$960	\$3,000	\$10,000	AK-HCU250, AJ-PX270, AJ-PX380, AK-HVF100, AU-EVA1, AW-UE100, TPT-TM002
AV-SVCEXTWAR5YD	<b>PRO AV PREMIUM 5Yr Ext Warranty****</b> Provides Five Years of Standard Service. [10-15]	\$1,500	\$4,500	\$15,000	AJ-PX800, AK-UCU500, AW-UE150
AV-SVCEXTWAR5YE	<b>PRO AV PREMIUM 5Yr Ext Warranty****</b> Provides Five Years of Standard Service. [15-20]	\$2,200	\$6,500	\$22,000	AK-MSU1000, AK-UCU600, AU-V35LT1, AV-HS60U2P, BT-4LH310P, TPT-TF001, TPT-T0001, TPT-TR001
AV-SVCEXTWAR5YF	<b>PRO AV PREMIUM 5Yr Ext Warranty****</b> Provides Five Years of Standard Service. [20-30]	\$2,800	\$8,500	\$28,000	AK-HC3900, AK-UC3300, AT-KC10C1G, AJ-CX4000, AJ-PX5000G, AJ-PX5100, AK-HC5000, AK-UB300, AV-HS60C2, AV-HS60C4P, AV-UHS500, TPT-TD001, TPT-TF009
AV-SVCEXTWAR5YG	<b>PRO AV PREMIUM 5Yr Ext Warranty****</b> Provides Five Years of Standard Service. [30-40]	\$3,600	\$11,000	\$36,000	TPT-TF005, AK-UC4000
AT-SVCKC100P1Y	<b>KAIROS Standard Server SLA 1 Yr Renewable</b> 1st year mandatory, renewable for up to 5 years total coverage; includes Priority callback (2hrs) by Tier 2 support, loaner unit if TAT > 2 days, Limited Accidental/Catastrophic Damage coverage with max payout up to \$6,500/year or event, annual health check, Parts & Labor as per terms of standard warranty, access to software/firmware downloads, 5-day turnaround target for repairs (exclusive of shipping), 2-way next day shipping. SKU is for 1 year only and can be renewed up to 4 times consecutively for a total of 5 years total coverage.	\$3,200	\$6,500	\$6500/YR	AT-KC100P

\*\* For full Standard Warranty terms and conditions, visit [na.panasonic.com/us/standardwarranty](http://na.panasonic.com/us/standardwarranty). A proof of purchase from Panasonic System Solutions Company Authorized Dealer will be required before warranty service is rendered.

\*\*\* Premium Support plans are offered to the original purchaser only and are not transferable. Premium Support plans do not provide coverage for loss of data or images regardless of cause, or cost, or wages associated with loss. Premium Support plans must be purchased at time of associated product purchase. Premium Support plans do not cover normal wear and tear items (including cosmetic) which do not affect functionality (this could include cables, buttons, knobs, batteries, option boards) or wearable parts as determined by Panasonic. Premium Support plans will not cover products that have been improperly maintained and/or modified by anyone other than a Panasonic Authorized Service Provider.

\*\*\*\* **PRO AV PREMIUM 5Yr Ext Warranty** – Adds Bumper to Bumper Coverage with Limited Accidental Damage for Five Years, Two way Expedited / Next Day Shipping, Two Day Repair Turnaround Time (exclusive of shipping), Two Preventive Maintenance Sessions, one in year two and one in year four (carry/ship in). Limited Catastrophic Damage Coverage. CCD/MOS imagers have 3 years parts / 3 years labor coverage. Provides Loaner Service, where Panasonic will provide Loaner Replacement (shipped next day) if product cannot be repaired in two days (exclusive of shipping). Proof of Purchase not required. Premium Service must be purchased at time of product purchase.



## PANASONIC PRO CONSULTATION

SKU	Description	MSRP Price
AV-SVCSRENGFDOS	<b>Full Day – On-site senior engineering support, training, setup and commissioning.</b>	\$2,699
AV-SVCENGFDOS	<b>Full Day – On-site engineering support, training, setup and commissioning.</b>	\$2,299
AV-SVCSRENGHDOS	<b>0.5 Day – On-site senior engineering support, training, setup and commissioning.</b>	\$1,349
AV-SVCENGHDOS	<b>0.5 Day – On-site engineering support, training, setup and commissioning.</b>	\$1,149
AV-SVCTRVLAF	<b>Travel – Airfare + 1 Night Hotel</b>	\$1,350
AV-SVCTRVLDAY	<b>Travel – Daily Trip Charge</b>	\$205
AV-SVCREMSUPP4H	<b>Remote Support:</b> -Billed in 4 hour blocks, can be purchased in additional quantities. -Used for remote support, troubleshooting, configurations and more. -For custom training, please reach out to engineering for time requirements.	\$390

Restrictions currently in place for on-site work such as; no ladder work, no lift work or operation, climbing etc. still apply.  
Please contact your Panasonic representative for more information.

### FOR MORE INFORMATION

[na.panasonic.com/us/support](http://na.panasonic.com/us/support)  
[professional.services@us.panasonic.com](mailto:professional.services@us.panasonic.com)

### PANASONIC FACTORY SERVICE CENTER

Panasonic Technology Service Center  
600 Guyon Drive, Harrison, NJ 07029  
[pbtscsvc@us.panasonic.com](mailto:pbtscsvc@us.panasonic.com) or 201-348-7975  
[na.panasonic.com/us/repair-rma-request](http://na.panasonic.com/us/repair-rma-request)

### FOR TECHNICAL SUPPORT / SERVICE

855.PSC.TECH (855.772.8324 option 2)  
[providesupport@us.panasonic.com](mailto:providesupport@us.panasonic.com)

### PANASONIC SPARE PARTS DISTRIBUTOR

Heartland Customer Solutions, LLC  
14206 Overbrook, Leawood KS, 66224  
[proavparts@heartlandsi.com](mailto:proavparts@heartlandsi.com) or 888.685.8855 (M-F 7:30-5:30 CT)