

## PROFESSIONAL SERVICES

Enhanced Services <

Warranty <

Extended Warranty <

Software <



## Professional Imaging & Visual Solutions



## ENHANCED SERVICES

*At Panasonic, we strive to be able to provide custom services to meet your needs, whatever they may be. We are not just an equipment company, we are focused on creating value-added services for our customers and want to support you throughout your entire business. To do this, we have some extra services, but are not limited to just these, listed below. Please reach out to your Panasonic Representative for more information on how Panasonic can help you achieve your goals.*

### Asset Management

Panasonic will optimize your projectors, cameras and pro video assets by maintaining and staging additional customer owned equipment and ship out configured products as directed by the customer.

### Maintenance

Panasonic will set up a maintenance schedule to come in and review all of your equipment and provide any maintenance required to keep your systems running in top condition.

### Training

We can also create hands-on training sessions to teach your staff on how to handle the capabilities of your systems from an operational as well as an engineering standpoint.

### Early Warning System (EWS) Monitoring

**Advanced functions prevent downtime and enable real-time monitoring from almost anywhere**

Be proactive. Stop minor problems before they cause a failure, interrupting a presentation or damaging your devices. Early Warning Functions are built into Multi Monitoring & Control Software Ver. 2.0 or later. After the 90-day free trial expires, purchase a license to continue monitoring the device network

in real-time from a tablet or PC browser via VPN. Get detailed reports on device status, advisories on consumable and non-consumable parts replacement, and monitor displays via compatible network cameras. In addition to improved reliability, you have freedom to control and monitor from anywhere with an internet connection.

### Projector Custom Case Color

With our service team, we can use a hybrid method to paint and/or vinyl wrap the metal case while keeping your extended warranty active. The vinyl wrap can be custom designed and colored to match your company/facility logo or colors.

### White Glove & Maintenance Services/Support

Once your project installation is complete, we can create a custom package to maintain, swap equipment and repair equipment should the need arise after the initial installation. We have a nationwide team that can go into your facility and replace any equipment that may be malfunctioning and get your system back up and running as well as package and return product for warranty service (on advance replacement products).

### Color Matching for PV Cameras

Our engineering staff will handle the calibration and color matching/color correction and setup all cameras and pro video components.

► To learn more about our full line of AV solutions, visit us at [na.panasonic.com/us/audio-video-solutions](http://na.panasonic.com/us/audio-video-solutions)



## Projector/Display Wall Calibration & Mapping

With our technicians and engineering staff, once your system is installed we are able to handle the final calibration, configuration, mapping, alignment and edge blending for projectors and video walls and color correct and setup all cameras and pro video components.

## Installation/Deployment/Consulting

We are able to provide installation, nationwide deployment and consulting services to augment your team and resources when and where you need it. We can provide full service project management for turn-key projects or deployment services for your specific projects.

## Remote Monitoring and Enhanced Service Solutions

Available in different tiers, the monitoring system connects all devices and locations to the cloud platform and remote mobile devices.

Every device has an external module to enable 3G connectivity, with every unit linked to an account. Every account can have multiple units connected to it, regardless of location (multi-site). Installation and set up is simple and out-of-the-box. The cloud-based remote monitoring platform handles multiple accounts and the cloud architecture allows for easy expansion and high service level agreements (SLAs).

The contents of the server can be accessed from anywhere by any mobile device (via a web interface) and alarm notifications are received on mobile devices (email). Devices can be controlled remotely from mobile terminals.

If you opt for a one of the higher service tiers, alarms and system diagnostics are monitored by Panasonic's Customer Service team. Our team reacts to an alarm by alerting either your internal AV team or a dedicated Panasonic engineer, depending on the tier you've chosen to fix issues or remotely troubleshoot and Onsite fix/swap equipment.



## Content Creation Services

By partnering with Panasonic Content Creation services, we are able to offer content creation and distribution services as part of an installation and on-going support package for your digital signage, broadcast or entertainment solution.

## Custom Services & Solutions

If you can think it, we can create it and do it. As a global electronics manufacturer, we have the ability to handle just about any request from software to hardware solutions.

## Tecnopoint – Remote Camera Robotics

With our Tecnopoint products we are able to provide an advanced robotic system that provides broadcast-quality movement of PRO PTZ cameras with the addition of varying combinations of motorized dollies, telescopic columns and ceiling/floor tracks. The system allows you to add production value and creativity to building a cost-effective studio with broadcast-style on-air movements, fusing the fluid pan, tilt and zoom of the gear-driven Panasonic PRO PTZ cameras with the smooth, cinematic vertical/horizontal motion of the system. This robotic system is fully integrated with Panasonic PRO PTZ cameras. The direct system integration allows for full control of the dolly, column and the camera from a single controller. This makes it easily accessible for a single operator.

## Standard Warranties

### Lamp Based Projectors

MODEL CATEGORY	LABOR / PARTS	EXCEPTIONS
Portable and Short Throw	3 Years or 2,000 hours (whichever comes first)	Please see product warranty card for exceptions and limitations.
LCD Fixed Installation	3 Years	
1 DLP Fixed Installation	3 Years	
3 DLP	3 Years	

### Solid State Illumination Projectors

MODEL CATEGORY	LABOR / PARTS	EXCEPTIONS
Portable	3 Years or 6,000 hours (whichever comes first)	Illumination parts
LCD Fixed Installation	3 Years	
1 Chip DLP	3 Years	
3 Chip DLP	3 Years or 20,000 Consolidated hours	

Panasonic takes pride on the quality and reliability of our product. Nevertheless, when there are unexpected product failures either at first Power On or within the first 30 days, we are here to help to keep your project going. We will replace the defective unit or have it expedite repaired at your discretion.

### Flat Panel Displays

MODEL CATEGORY	LABOR / PARTS	EXCEPTIONS
All models	3 Years	Refer to product documentation for application category

### Professional Video

WARRANTY	PARTS	LABOR
All Monitors, VCRs, Cameras, Camcorders, P2 Product, DVDs, Switchers, and Plug-in Computers	1 Year	1 Year
All Accessories including batteries, cables, and tapes	10 Days	None
P2 Memory Card	1 Year	None
SD/SDHC Memory Card	90 Days	None

## ENHANCED SERVICES



### Projector Loaner Program

Our Projector Loaner Repair Program will provide a loaner projector to be used while the customer unit is being repaired. The Loaner Program gives customers the assurance that any down time due to a warranty period failure will be minimized. All the customer needs to do is contact our technical support line to request a loaner unit and confirm warranty coverage for entitlement.

The customer will be walked through the simple steps to a loaner unit to be used while the initial unit is being repaired. All loaner unit shipments will be done at Panasonic's expense.

- Next Business Day Delivery
- 5 Days a Week (Monday-Friday)
- Free Shipping and Delivery on each instance for the loaner and the unit being repaired
- Technical Support available 8AM-8PM EST (requests must be received by 2:30PM EST to meet shipping deadlines for next day delivery)
- Same or comparable model provided

### Flat Panel Advance Swap Program

Your professional display mission critical application are backed up with an exchange program (Hot Swap) included in the standard warranty.

- Reducing Repair Turn Around Time on your defective display
- Replacement unit sent with two-day expedited shipping
- Shipped anywhere within the continental states
- Applies to all display models purchased after April 2018
- Replacement units are inspected and conditioned at our Panasonic National Repair Center
- Warranty for replacement unit will be a continuation of the defective one being replaced

- Two Business Day Delivery
- 5 Days a Week (Monday-Friday)
- Free Shipping and Delivery on each instance for the flat panel swap
- Technical Support available 8AM-8PM EST (requests must be received by 12:00PM EST to meet shipping deadlines for delivery)
- Same or comparable model provided
- Transportation times for larger display sizes (above 55 inches) may vary due to handling requirements



Our Tech Support experts will manage the logistics of getting the replacement unit to your location as well as to pick up the defective unit.

# PROJECTOR EXTENDED WARRANTY OPTIONS



Panasonic Projector products come with a three-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 product, we also provide on-site consultation packages to you and your organization.



## BENEFITS OF EXTENDING COVERAGE

Our extended support coverage offers organizations and professionals 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 any one of our factory service facilities. 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	EXTENDED	EXTENDED PLUS
	Standard Warranty	Standard Warranty with Loaner	Extended 2yr Warranty	Extended Warranty with Loaner
Total Coverage	3 Years	3 Years	5 Years	5 Years
Technical Product Support	USA Toll-Free Hotline	USA Toll-Free Hotline	USA Toll-Free Hotline	USA Toll-Free Hotline
Product Repair Carry-In / Drop-Off	Available	Available	Available	Available
Product Repair Mail-In	Available	Available	Available	Available
Repair Mail-In Shipping Service	Ground Return Shipping	Free Ground Shipping	Expedited Free Shipping	Expedited Free Shipping
Repair Turnaround (as parts available)	5 Days	5 Days	2 Days	2 Days
Firmware Update & Software Upgrade Notifications		Included	Included	Included
Firmware Update & Software Upgrade Support		Included	Included	Included
Exclusive Membership Welcome Kit			Included	Included
Notification of Member Only Offers/upgrades			Included	Included
Preventative Maintenance			Included	Included
Express Repair Service				Included
Loaner Product Service		Included		Included
<b>PRICE</b>	<b>Included with product registration</b>	<b>Starting at \$205</b>	<b>Starting at \$485</b>	<b>Starting at \$525</b>

Panasonic extended warranty plans are only eligible on new, authorized models, sold strictly in the United States by Panasonic directly or through Panasonic authorized resellers to US based customers. Panasonic warranty and extended warranty is not available outside the United States. Panasonic reserves the right to change service and support pricing and terms at its own discretion without notice.

End users must be registered within the Panasonic warranty entitlement database in order to receive services. To register, Panasonic requires end user name, address, phone and email as well as model and serial numbers for all projectors to be covered at time of purchase or shortly thereafter.

# PROJECTOR EXTENDED WARRANTY OPTIONS

## COVERAGE LEVEL PRICING

STANDARD PLUS 3 YR + LOANER	PANASONIC SKU	MODELS COVERED	LIST PRICE
	PT-SVCHLCDPOAEY3	PT-MZ10/13/16K, PT-MZ770/670/570, PT-MW730/630/530, PT-EZ800Z/770Z/620/590/570, PT-EW730Z/650/550/520, PT-FZ570, PT-FW530, PT-FX500	\$205.00
	PT-SVCSS1DPOAEY3	PT-RZ120/970/870/770/670/660/575/570/475/470/370, PT-RX110, PT-RW930/730/630/620/430/330, PT-DZ870/780, PT-DW830/750, PT-DX820/100, PT-RCQ10L/80L	\$490.00
	PT-SVC3DLPP0AEY3	PT-RQ32K/22K/13K, PT-RZ31K/21K/12K, PT-RS30K/20K/11K, PT-DZ21K2/16K2/10K/13K, PT-DW17K2/11K, PT-DS20K2/12K, PT-EX16K/12K	\$2,700.00
	SUPERBRIGHT	*COMING SOON for 20K and above	TBD

EXTENDED 5 YR	PANASONIC SKU	MODELS COVERED	LIST PRICE
	PT-SVCLCDPXW2Y	PT-VMZ60/50/40, PT-VMW60/50, PT-VZ585N/580/575N/570/470, PT-VW545N/540/535N/530/360/355N/350, PT-VX615N/610/605N/600/430/425N/420, PT-LB425/423/385/383/355/353/305/303, PT-LW375/373/335/333, PT-TW371R/370/351R/350/343R/342/341R/340/250, PT-TX430/410/402/400/340/320/312/310/210, PT-CW331R/330/241/240, PT-CX301R/300, PT-JW130, PT-JX200	\$485.00
	PT-SVCLCDFXW2Y	PT-MZ10/13/16K, PT-MZ770/670/570, PT-MW730/630/530, PT-EZ800Z/770Z/620/590/570, PT-EW730Z/650/550/520, PT-FZ570, PT-FW530, PT-FX500	\$485.00
	PT-SVC1DLPXW2Y	PT-RZ120/970/870/770/670/660/575/570/475/470/370, PT-RX110, PT-RW930/730/630/620/430/330, PT-DZ870/780, PT-DW830/750, PT-DX820/100, PT-RCQ10L/80L	\$650.00
	PT-SVC3DLPXW2Y	PT-RQ32K/22K/13K, PT-RZ31K/21K/12K, PT-RS30K/20K/11K, PT-DZ21K2/16K2/10K/13K, PT-DW17K2/11K, PT-DS20K2/12K, PT-EX16K/12K	\$3,235.00
	SUPERBRIGHT	*COMING SOON for 20K and above	TBD

EXTENDED PLUS 5 YR + LOANER SERVICE	PANASONIC SKU	MODELS COVERED	LIST PRICE
	PT-SVCLCDPOAEY5	PT-VMZ60/50/40, PT-VMW60/50, PT-VZ585N/580/575N/570/470, PT-VW545N/540/535N/530/360/355N/350, PT-VX615N/610/605N/600/430/425N/420, PT-LB425/423/385/383/355/353/305/303, PT-LW375/373/335/333, PT-TW371R/370/351R/350/343R/342/341R/340/250, PT-TX430/410/402/400/340/320/312/310/210, PT-CW331R/330/241/240, PT-CX301R/300, PT-JW130, PT-JX200	\$525.00
	PT-SVCHLCDPOAEY5	PT-MZ10/13/16K, PT-MZ770/670/570, PT-MW730/630/530, PT-EZ800Z/770Z/620/590/570, PT-EW730Z/650/550/520, PT-FZ570, PT-FW530, PT-FX500	\$525.00
	PT-SVCSS1DPOAEY5	PT-RZ120/970/870/770/670/660/575/570/475/470/370, PT-RX110, PT-RW930/730/630/620/430/330, PT-DZ870/780, PT-DW830/750, PT-DX820/100, PT-RCQ10L/80L	\$790.00
	PT-SVC3DLPP0AEY5	PT-RQ32K/22K/13K, PT-RZ31K/21K/12K, PT-RS30K/20K/11K, PT-DZ21K2/16K2/10K/13K, PT-DW17K2/11K, PT-DS20K2/12K, PT-EX16K/12K	\$3,300.00
SUPERBRIGHT	*COMING SOON for 20K and above	TBD	

SERVICE	PANASONIC SKU	DESCRIPTION	LIST PRICE
	PT-S09TFMTVL	DAILY RATE Onsite Field Service with travel Included for: Testing/Commissioning/Setup/Troubleshoot/Maintenance/Edgeblending	\$2,599.00

SOFTWARE	PANASONIC SKU	DESCRIPTION	LIST PRICE
	ET-UK20	Upgrade kit for select PT Series projectors (Geometry Management Pro Included)	\$1,999.00
	ET-CUK10V	Auto Screen Adjustment Kit (1 license key/1 projector)	\$1,399.00
ET-CUK10PV	Auto Screen Adjustment Kit (1 License key/1 PC)	\$5,999.00	

# FLAT PANEL DISPLAYS EXTENDED WARRANTY OPTIONS



Panasonic Flat Panel Display products come with a three-year limited warranty with advance replacement. 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 products, we also provide on-site consultation packages that can be made available to you and your organization.



## BENEFITS OF EXTENDING COVERAGE

When you purchase an Extended Plus Support plan, you will receive standard warranty and benefits coverage up through the fifth year of ownership of your Panasonic product. In addition, the Extended Support plan offers free ground shipping service and three-day handling of service once your product is received (and parts are in stock). 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 telephone, mail-in (all postage covered by Panasonic), or carry-in support as required. In addition, you will be sent a direct link to the Panasonic Pro Video Asset Support System (PASS), a website that provides a multitude of support resources, including manuals, technical documents and the latest product news.

COVERAGE LEVELS AT A GLANCE	STANDARD	STANDARD PLUS	EXTENDED	EXTENDED PLUS
	Standard Warranty	Standard Warranty	Extended 1yr Warranty	Extended 2yr Warranty
Total Coverage	3 Years	3 Years	4 Years	5 Years
Technical Product Support	USA Toll-Free Hotline	USA Toll-Free Hotline	USA Toll-Free Hotline	USA Toll-Free Hotline
Product Repair Carry-In / Drop-Off	Available	Available	Available	Available
Product Repair Mail-In	Available	Available	Available	Available
Repair Mail-In Shipping Service	Ground Return Shipping	Free Ground Shipping	Expedited 2 day Ship	Expedited 2 day Ship
Repair Turnaround (as parts available)	5 Days	2 Days	2 Days	2 Days
Advance Replacement Warranty (pending availability)		Included	Included	Included
Firmware Update & Software Upgrade Notifications		Included	Included	Included
Firmware Update & Software Upgrade Support		Included	Included	Included
Exclusive Membership Welcome Kit		Included	Included	Included
Notification of Member Only Offers/upgrades			Included	Included
Preventative Maintenance			Available	Available
Express Repair Service				Available
Loaner Product Service				Available
<b>PRICE</b>	<b>Included</b>	<b>FREE with product registration</b>	<b>Starting at \$75</b>	<b>Starting at \$115</b>

Panasonic extended warranty plans are only eligible on new, authorized models, sold strictly in the United States by Panasonic directly or through Panasonic authorized resellers to US based customers. Panasonic warranty and extended warranty is not available outside the United States. Panasonic reserves the right to change service and support pricing and terms at its own discretion without notice.

End users must be registered within the Panasonic warranty entitlement database in order to receive services. To register, Panasonic requires end user name, address, phone and email as well as model and serial numbers for all projectors to be covered at time of purchase or shortly thereafter.

# FLAT PANEL DISPLAYS EXTENDED WARRANTY OPTIONS

## COVERAGE LEVEL PRICING

EXTENDED 4 YR  2 day Advance Replacement	PANASONIC SKU	MODELS COVERED	LIST PRICE
	TH-SVCENT1SXWY4	Entry Series 50" and below – TH-32EF1U, TH-43CQ1U, TH-50CQ1U, TH43EQ1U, TH-50EQ1U	\$75.00
	TH-SVCENT2SXWY4	Entry Series 50" to 65" – TH-55CQ1U, TH-65CQ1U, TH-55EQ1U, TH-65EQ1U	\$150.00
	TH-SVCENT3SXWY4	Entry Series above 65" – TH-75CQ1U, TH-86CQ1U, TH-75EQ1W, TH-86EQ1W	\$375.00
	TH-SVCSTIND1SXWY4	Standard Series 50" and Below – TH-43SF2U, TH-49SF2U, TH-49SQ1W	\$115.00
	TH-SVCSTIND2SXWY4	Standard Series 50" to 65" – TH-55SF2U, TH-65SF2U, TH-55SQ1W, TH-65SQ1W	\$195.00
	TH-SVCHBIND1SXWY4	High Brightness Series 50" and below – TH-42LF80U, TH-49LF80U, TH-42SF1HU, TH-49SF1HU	\$150.00
	TH-SVCHBIND2SXWY4	High Brightness Series 50" to 65" – TH-55LF80U, TH-55SF1HU	\$265.00
	TH-SVCHBIND3SXWY4	High Brightness Series above 65" – TH-70SF2HU, TH-80SF2HU,	\$569.00
	TH-SVCIMC3SXWY4	Image Critical Serices above 65" – TH-98SQ1W, TH-86SQ1W	\$1,599.00
	TH-SVCIAC3SXWY4	Interactive Series – TH-65BFE1W, TH-75BQE1W	\$899.00
	TH-SVCVDW1SXWY4	Video Wall Series – TH-55VF2U/HU, THVF1HU, TH-LFV70U/8U/9U, TH-49LFV8U	\$415.00

EXTENDED PLUS 5 YR  2 day Advance Replacement	PANASONIC SKU	MODELS COVERED	LIST PRICE
	TH-SVCENT1SXWY45	Entry Series 50" and below – TH-32EF1U, TH-43CQ1U, TH-50CQ1U, TH43EQ1U, TH-50EQ1U	\$115.00
	TH-SVCENT2SXWY45	Entry Series 50" to 65" – TH-55CQ1U, TH-65CQ1U, TH-55EQ1U, TH-65EQ1U	\$209.00
	TH-SVCENT3SXWY45	Entry Series above 65" – TH-75CQ1U, TH-86CQ1U, TH-75EQ1W, TH-86EQ1W	\$495.00
	TH-SVCSTIND1SXWY45	Standard Series 50" and Below – TH-43SF2U, TH-49SF2U, TH-49SQ1W	\$159.00
	TH-SVCSTIND2SXWY45	Standard Series 50" to 65" – TH-55SF2U, TH-65SF2U, TH-55SQ1W, TH-65SQ1W	\$265.00
	TH-SVCHBIND1SXWY45	High Brightness Series 50" and below – TH-42LF80U, TH-49LF80U, TH-42SF1HU, TH-49SF1HU	\$225.00
	TH-SVCHBIND2SXWY45	High Brightness Series 50" to 65" – TH-55LF80U, TH-55SF1HU	\$375.00
	TH-SVCHBIND3SXWY45	High Brightness Series above 65" – TH-70SF2HU, TH-80SF2HU,	\$859.00
	TH-SVCIMC3SXWY45	Image Critical Serices above 65" – TH-98SQ1W, TH-86SQ1W	\$2,425.00
	TH-SVCIAC3SXWY45	Interactive Series – TH-65BFE1W, TH-75BQE1W	\$1,349.00
TH-SVCVDW1SXWY45	Video Wall Series – TH-55VF2U/HU, THVF1HU, TH-LFV70U/8U/9U, TH-49LFV8U	\$599.00	

SERVICE	PANASONIC SKU	DESCRIPTION	LIST PRICE
	PT-S09TFMTVL	DAILY RATE Onsite Field Service with travel Included for: Testing/Commissioning/Setup/Troubleshoot/Maintenance	\$2,599.00

SOFTWARE	PANASONIC SKU	DESCRIPTION	LIST PRICE
	TY-VUK10	Video Wall Auto Adjustment SW License	\$880.00
SCFPDCAL	Calibration Kit for LfV LED Displays	\$1,195.00	



# PROFESSIONAL VIDEO EXTENDED WARRANTY OPTIONS



Most Panasonic Broadcast, Cinema & Professional Video 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 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 consultation packages to you and your organization.



## BENEFITS OF EXTENDING COVERAGE

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 any one of our Panasonic factory service facilities. 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	PREFERRED	PREMIUM
	Standard Warranty	Standard Warranty	Extended 2yr Warranty	Extended 4yr Warranty
Total Coverage	1 Year	1 Year	3 Years	5 Years
Technical Product Support	USA Toll-Free Hotline	USA Toll-Free Hotline	USA Toll-Free Hotline	USA Toll-Free Hotline
Product Repair Carry-In / Drop-Off	Available	Available	Available	Available
Product Repair Mail-In	Available	Available	Available	Available
Repair Mail-In Shipping Service	Free Ground Return Shipping	Free Ground Return Shipping	Free Next-Day Return Shipping	Free Next-Day Mail-In & Return Shipping
Repair Turnaround	5 Days	5 Days	5 Days	2 Days
Firmware Update & Software Upgrade Notifications		Included	Included	Included
Firmware Update & Software Upgrade Support		Included	Included	Included
Exclusive Membership Welcome Kit		Included	Included	Included
Preventative Maintenance			1 Session Included	2 Sessions Included
Express Repair Service				Available
Loaner Product Service				Available
Accidental Damage Coverage				<b>Included (up to \$3,000/event &amp; \$7,000/lifetime)</b>
<b>PRICE</b>	<b>Included</b>	<b>FREE with product registration</b>	<b>Starting at \$125 (based on product)</b>	<b>Starting at \$425 (based on product)</b>

\* Panasonic Enhanced Service & 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.

\*\* For full Standard Warranty terms and conditions, visit [na.panasonic.com/us/standardwarranty](http://na.panasonic.com/us/standardwarranty). Proof of purchase will be required at time of service for standard warranty claims.

\*\*\* Premium and Preferred Support plans are offered to the original purchaser only and are not transferable. Premium and Preferred Support plans do not provide coverage for loss of data or images regardless of cause, or cost, or wages associated with loss. Premium and Preferred Support plans must be purchased at time of associated product purchase. Premium and Preferred 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 and Preferred Support plans will not cover products that have been improperly maintained and/or modified by anyone other than a Panasonic Authorized Service Provider.

<sup>1</sup> Premium Service Accidental Damage coverage is limited to \$3,000 per each event and a maximum value of \$7,000 of total coverage lifetime extended service period parts and labor expenses. 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.

<sup>2</sup> Panasonic Pro Consultation (Daily/2-Day) includes time and travel expenses in cost.

# PROFESSIONAL VIDEO EXTENDED WARRANTY OPTIONS

## COVERAGE LEVEL PRICING

PREFERRED 3 YR	PANASONIC SKU	MODELS COVERED	LIST PRICE
	AC-SVCPREF2Y	AW-UE4   AG-AC30	\$125.00
	BT-SVCPREF2Y	BT-LH1770 / BT-LH910   AV-HS60C3G	\$125.00
	AG-SVCPREF2Y	AG-CX350 / AG-DVX200 / AG-UX180 / AG-UX90 / AG-CVF15G   AJ-PX380 / AJ-PX230 / AJ-PX270 / AJ-PX800 / AJ-PD500 / AJ-HVF21KG / AJ-CVF50 / AJ-PG50   AW-HE42 / AW-HE130 / AW-UN70 / AW-UE70 / AW-HE40 / AW-HN38 / AW-HN130 / AW-HN40 / AW-HE38   AW-RP120 / AW-RP50 / AW-HS50N   AK-HRP1000 / AK-HRP1005 / AK-HRP200 / AK-HVF100 / AK-HVF70   AG-UMR20 / AG-UCK20	\$425.00
AJ-SVCPREF2Y	AW-UE150 / AW-RP150   AU-EVA1 / AU-V35C1 / AU-V35LT1 / AU-V23HS1 / AU-VREC1 / AU-VCVF1G / AU-VCVF10   AJ-PX5100 / AK-UC4000 / AK-UCU600 / AJ-PX5000G / AK-HC5000 / AK-HC3800 / AK-UC3000 / AK-UCU500 / AK-UB300 / AK-MSU1000 / AK-HCU200   BT-4LH310P   AV-HS450 / AV-HS410   AV-HS60C1 / AV-HS60U / AV-HS60C2 / AV-HS60U1P / AV-HS60C4P   AW-360B10GJ / AW-360C10GJ	\$625.00	

PREMIUM 5 YR	PANASONIC SKU	MODELS COVERED	LIST PRICE
	AG-SVCPREM4Y	AG-CX350 / AG-DVX200 / AG-UX180 / AG-UX90 / AG-AC30 / AG-CVF15G   AJ-PX380 / AJ-PX230 / AJ-PX270 / AJ-PX800 / AJ-PD500 / AJ-HVF21KG / AJ-CVF50 / AJ-PG50   AW-HE42 / AW-HE130 / AW-UN70 / AW-UE70 / AW-HE40 / AW-HN38 / AW-HN130 / AW-HN40 / AW-HE38   AW-RP120 / AW-RP50 / AW-HS50N   AK-HRP1000 / AK-HRP1005 / AK-HRP200 / AK-HVF100 / AK-HVF70	\$625.00
AJ-SVCPREM4Y	AW-UE150 / AW-RP150   AU-EVA1 / AU-V35C1 / AU-V35LT1 / AU-V23HS1 / AU-VREC1 / AU-VCVF1G / AU-VCVF10   AJ-PX5100 / AK-UC4000 / AK-UCU600 / AJ-PX5000G / AK-HC5000 / AK-HC3800 / AK-UC3000 / AK-UCU500 / AK-UB300 / AK-MSU1000 / AK-HCU200   BT-4LH310P   AV-HS450 / AV-HS410   AV-HS60C1 / AV-HS60U / AV-HS60C2 / AV-HS60U1P / AV-HS60C4P   AW-360B10GJ / AW-360C10GJ	\$925.00	

SERVICE	PANASONIC SKU	DESCRIPTION	LIST PRICE
	AJ-S09TFMCNS	Daily Consulting Rate (Operational / engineering training, deployment, commissioning) - Includes travel	\$2,599.00
AJ-S09TFMCNS2	Two Day Consulting Rate (Operational / engineering training, deployment, commissioning) - Includes travel	\$3,599.00	

SOFTWARE	PANASONIC SKU	DESCRIPTION	LIST PRICE
	AJ-CBD001Z	P2Cast Standard 100GB License	\$275.00
	AW-SF100Z	Single PTZ Camera Auto Tracking Software for AW-UE70, AW-HE130 and AW-HE40 Series	\$1,500.00
	AW-SF200Z	Multiple PTZ Camera Auto Tracking Server Software for AWUE70, AW-HE130 and AW-HE40 Series	\$1,995.00
	AW-SF202Z	2 Additional Licenses for PTZ Camera Tracking Software	\$3,100.00
AW-SF203Z	3 Additional Licenses for PTZ Camera Tracking Software	\$4,145.00	

PROJECTOR	PANASONIC SKU	MODELS COVERED	LIST PRICE
	ET-UK20	Upgrade kit for PT-DZ21K Series (Geometry Management Pro Included)	\$1,999.00
	ET-CUK10V	Auto Screen Adjustment Kit (1 license key/1 projector)	\$1,399.00
	ET-CUK10PV	Auto Screen Adjustment Kit (1 License key/1 PC)	\$5,999.00

DISPLAYS	PANASONIC SKU	MODELS COVERED	LIST PRICE
	TY-VUK10	Video Wall Auto Adjustment SW License	\$880.00
	SCFPDCAL	Calibration Kit for LFD LED Displays	\$1,195.00

EARLY WARNING SOFTWARE	PANASONIC SKU	MODELS COVERED	LIST PRICE
	ET-SWA100AV	Early Warning SW 1 yr 513-2048 Devices	\$14,999.00
	ET-SWA100BV	Early Warning SW 1 yr 257-512 Devices	\$9,999.00
	ET-SWA100CV	Early Warning SW 1 yr 129-256 Devices	\$6,499.00
	ET-SWA100DV	Early Warning SW 1 yr 65-128 Devices	\$4,499.00
	ET-SWA100EV	Early Warning SW 1 yr 33-64 Devices	\$2,999.00
	ET-SWA100FV	Early Warning SW 1 yr 1-32 Devices	\$1,499.00
	ET-SWA100A3V	Early Warning SW 3 yr 513-2048 Devices	\$22,999.00
	ET-SWA100B3V	Early Warning SW 3 yr 257-512 Devices	\$14,999.00
	ET-SWA100C3V	Early Warning SW 3 yr 129-256 Devices	\$9,999.00
	ET-SWA100D3V	Early Warning SW 3 yr 65-128 Devices	\$6,999.00
	ET-SWA100E3V	Early Warning SW 3 yr 33-64 Devices	\$4,499.00
ET-SWA100F3V	Early Warning SW 3 yr 1-32 Devices	\$2,299.00	

PRO VIDEO	PANASONIC SKU	MODELS COVERED	LIST PRICE
	AJ-CBD001Z	P2Cast Standard 100GB License	\$275.00
	AW-SF100Z	Single PTZ Camera Auto Tracking Software for AW-UE70, AW-HE130 and AW-HE40 Series	\$1,500.00
	AW-SF200Z	Multiple PTZ Camera Auto Tracking Server Software for AWUE70, AW-HE130 and AW-HE40 Series	\$1,995.00
	AW-SF202Z	2 Additional Licenses for PTZ Camera Tracking Software	\$3,100.00
AW-SF203Z	3 Additional Licenses for PTZ Camera Tracking Software	\$4,145.00	

# Panasonic

## PROFESSIONAL SERVICES

- > Enhanced Services
- > Warranty
- > Extended Warranty
- > Software



## 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. For more information, please contact your local Panasonic representative or call our support line.

### SUPPORT CONTACT INFO

#### 855.PSC.TECH (855.772.8324)

Pro Video: Option # 2

Projector: Option # 3

Pro Display: Option # 4

[ProVideoSupport@us.panasonic.com](mailto:ProVideoSupport@us.panasonic.com)

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[ProDisplaySupport@us.panasonic.com](mailto:ProDisplaySupport@us.panasonic.com)

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### AUTHORIZED PANASONIC SERVICE CENTERS

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Los Angeles, CA 90068

Panasonic National Service Center  
600 Guyon Drive  
Harrison, NJ 07029

Heartland/Panasonic National Service Center  
14212 Overbrook Road  
Leawood, KS 55224

Heartland Customer Service Team  
913-685-8855  
M-F 7:30am – 5:30pm CST

### FOR MORE INFORMATION

[na.panasonic.com/us/support](http://na.panasonic.com/us/support)