

# Panasonic



# ENHANCED SERVICE & SUPPORT

PANASONIC BROADCAST, CINEMA  
& PROFESSIONAL VIDEO SYSTEMS

FALL 2019




















## ENHANCED SERVICE & 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 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 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 WARRANTY	 STANDARD+ WARRANTY	 PREFERRED	<b>BEST OPTION</b>  PREMIUM
 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
 <b>Accidental Damage Coverage</b>				<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 \$625 (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](https://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.





## 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 PREFERRED SUPPORT\*\*\*

When you purchase a Preferred Support plan, you will receive standard/standard+ warranty and benefits coverage up through the third year of ownership of your Panasonic professional video product. In addition, the Preferred Support plan offers next-day return shipping service and one session of preventative maintenance service of your product. With preventative maintenance service, in the second year of owning your product, you will be able to drop-off or mail-in your product for a product inspection and a 10-point maintenance procedure to ensure your Panasonic professional video product is in top shape and providing you with an optimal operating experience.



## 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 DAILY RATE / 2-DAY RATE<sup>2</sup>

With Panasonic PRO Consultation, you can schedule time with Panasonic experts to provide on-site 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.

## COVERAGE LEVEL PRICING

	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

	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

	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

## 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 TECHNICAL SUPPORT / SERVICE

855.PSC.TECH (855.772.8324)  
provideosupport@us.panasonic.com

### FOR MORE INFORMATION

na.panasonic.com/us/support

### AUTHORIZED PANASONIC SERVICE CENTERS

Panasonic National Service Center  
3330 Cahuenga Blvd. West  
Los Angeles, CA 90068

Panasonic National Service Center  
600 Guyon Drive  
Harrison, NJ 07029