














# Panasonic

## BROADCAST, CINEMA & PROFESSIONAL VIDEO SYSTEMS ENHANCED SERVICE & SUPPORT

### 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			<b>Included<sup>1</sup></b>
<b>PRICE</b>	<b>Included</b>	<b>FREE with product registration</b>	<b>Based on product</b>

<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.



## PANASONIC PRO PROTECTION

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)	<b>\$275</b>	\$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)	<b>\$600</b>	\$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)	<b>\$960</b>	\$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)	<b>\$1,500</b>	\$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)	<b>\$2,200</b>	\$6,500	\$22,000	AK-MSU1000, AK-UCU600, AU-V35LT1, AV-HS60U2P, BT-4LH310P, TPT-TF001, TPT-TD001, TPT-TR001
AV-SVCEXTWAR5YF	<b>PRO AV PREMIUM 5Yr Ext Warranty*</b> Provides Five Years of Standard Service. (20-30)	<b>\$2,800</b>	\$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)	<b>\$3,600</b>	\$11,000	\$36,000	TPT-TF005, AK-UC4000
AT-SVCK100P1Y	<b>KAIROS Standard Server SLA 1 Yr Renewable</b> 1st yr mandatory, renewable for up to 5 yrs 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 yrs total coverage.	<b>\$3,200</b>	\$6,500	\$6500/YR	AT-KC100P

\* **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-SVCSRENGFD0S	<b>Full Day - On-site senior engineering support, training, setup and commissioning.</b>	<b>\$2,699</b>
AV-SVCENGF0S	<b>Full Day - On-site engineering support, training, setup and commissioning.</b>	<b>\$2,299</b>
AV-SVCSRENGHD0S	<b>0.5 Day - On-site senior engineering support, training, setup and commissioning.</b>	<b>\$1,349</b>
AV-SVCENGH0S	<b>0.5 Day - On-site engineering support, training, setup and commissioning.</b>	<b>\$1,149</b>
AV-SVCTRVLAF	<b>Travel - Airfare + 1 Night Hotel</b>	<b>\$1,350</b>
AV-SVCTRVLDAY	<b>Travel - Daily Trip Charge</b>	<b>\$205</b>
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.	<b>\$390</b>

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.

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[professional.services@us.panasonic.com](mailto:professional.services@us.panasonic.com)