

SPRING/SUMMER 2022



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	PREMIUM
		Standard Warranty	Extended Warranty
 Total Coverage		1 Year	5 Years
 Technical Product Support		USA Toll-Free Hotline	USA Toll-Free Hotline
 Product Repair Carry-In / Drop-Off		Available	Available
 Product Repair Mail-In		Available	Available
 Repair Mail-In Shipping Service		Free Ground Return Shipping	Free Next-Day Mail-In & Return Shipping
 Repair Turnaround		5 Days	2 Days
 Firmware Update & Software Upgrade Notifications			Included
 Firmware Update & Software Upgrade Support			Included
 Preventative Maintenance			2 Sessions Included
 Express Repair Service			Available
 Loaner Product Service			Available (Starting in the First Year)**
 Accidental Damage Coverage			Included ¹
PRICE		Included	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.

** Panasonic will provide the Loaner Unit (shipped the next day) if product cannot be repaired in two days (exclusive of time for incoming shipping), not applicable to the repairs covered by accidental damage.

¹ 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.



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 coverage¹. 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 CONNECT

SKU	Description	MSRP Price	Per Incident Payout	Max Payout	Product Model Family
AV-SVCEXTWAR5YA	PRO AV PREMIUM 5Yr Ext Warranty**** Provides Five Years of Standard Service. (1-3)	\$275	\$900	\$2,800	AG-AC30, AG-CX10, AG-UCK20, AG-UMR20, AG-UX90, AK-HRP250, AW-HE20, AW-HE38, AW-HE40, AW-HN38, AW-RP60, AW-UE4, AW-UE20, BT-LH1770
AV-SVCEXTWAR5YB	PRO AV PREMIUM 5Yr Ext Warranty**** 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-HE40, AW-HE42, AW-HN40, AW-RP150, AW-UE40, AW-UE50, AW-UE70, AW-UE80, AW-UN70, TPT-TM003
AV-SVCEXTWAR5YC	PRO AV PREMIUM 5Yr Ext Warranty**** 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
AV-SVCEXTWAR5YD	PRO AV PREMIUM 5Yr Ext Warranty**** Provides Five Years of Standard Service. (10-15)	\$1,500	\$4,500	\$15,000	AJ-PX800, AK-UCU500, AW-HE145, AW-UE150
AV-SVCEXTWAR5YE	PRO AV PREMIUM 5Yr Ext Warranty**** Provides Five Years of Standard Service. (15-20)	\$2,200	\$6,500	\$22,000	AK-MSU1000, AK-UCU600, AU-V35LT1, AV-HS60U2P, TPT-TF001, TPT-TD001, TPT-TD002, TPT-TR001
AV-SVCEXTWAR5YF	PRO AV PREMIUM 5Yr Ext Warranty**** 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-HS60C2P, AV-HS60C4P, AV-UHS500, AW-HR140, TPT-TD001, TPT-TF009, TPT-TD006, TPT-TD007, TPT-TR013
AV-SVCEXTWAR5YG	PRO AV PREMIUM 5Yr Ext Warranty**** Provides Five Years of Standard Service. (30-40)	\$3,600	\$11,000	\$36,000	AK-UC4000, TPT-TF005, TPT-TR006
AT-SVCKC100P1Y	KAIROS KC-100 Standard Server SLA 1 Yr Renewable 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	\$6,500/YR	AT-KC100P
AT-SVCKC1000P1Y	KAIROS KC-1000 Standard Server SLA 1 Yr Renewable 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 \$15,000/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.	\$6,500	\$5,200	\$15,000/YR	AT-KC1000P

*** For full Standard Warranty terms and conditions, visit 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 Limited Accidental Damage for total of 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 on applicable models). Image Sensor Devices have 3 years parts / 3 years labor coverage. Provides Loaner Service, where Panasonic will provide the Loaner Unit (shipped the next day) if product cannot be repaired in two days (exclusive of time for incoming shipping). Loaner service not applicable to the repairs covered by accidental damage. Proof of Purchase required. Premium Service must be purchased at time of product purchase.



PANASONIC PRO CONSULTATION

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.

SKU	Description	MSRP Price
AV-SALESRENGFD	Full Day – Sales Engineer Labor	\$2,699
AV-SALESRENGHD	0.5 Day – Sales Engineer Labor	\$1,349
AV-ENGTRVLAF	Sales Engineer: Travel – Airfare + 1 Night Hotel	\$1,350
AV-ENGTRVLDAY	Sales Engineer: Travel – Daily Trip Charge	\$205
AV-SVCENGFDOS	Full Day – On-site engineering support, training, setup and commissioning.	\$2,299
AV-SVCENGHDOS	0.5 Day – On-site engineering support, training, setup and commissioning.	\$1,149
AV-SVCTRVLAF	Service Engineer: Travel – Airfare + 1 Night Hotel	\$1,350
AV-SVCTRVLDAY	Service Engineer: Travel – Daily Trip Charge	\$205
AV-SVCREMSUPP4H	Remote Support: 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.	\$505
AV-SVCREMSUPP8H	Remote Support: Billed in 8 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.	\$940
AV-PTZINDPAINTNJ	Indoor PTZ Painting - Standard Color	\$550.00
AV-PTZOUTPAINTNJ	Outdoor PTZ Painting - Standard Color	\$850.00
AV-CUSTOMCOLORNJ	ADD ON SKU - Custom Color Batch - Gallon only for up to 10 PTZ - Must purchase a painting SKU in addition	\$450.00

FOR MORE INFORMATION

na.panasonic.com/us/support
professional.services@us.panasonic.com

PRO VIDEO SERVICE CENTER

Panasonic Connect North America Professional Services, LLC
13940 Madison Ave, Kansas City, MO 64145
SiteWebInfo@heartlandsi.com or 913-685-8855
na.panasonic.com/us/repair-rma-request

FOR TECHNICAL SUPPORT / SERVICE

855.PSC.TECH (855-772-8324 option 2)
provideoesupport@us.panasonic.com

PANASONIC SPARE PARTS DISTRIBUTOR

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