



## Professional Imaging & Visual Systems

### PROFESSIONAL SERVICES

- Enhanced Services
- Warranty
- Extended Warranty
- Software

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

We can create custom bundled SKUs for on-site engineering and maintenance for all of your Panasonic products.

### Training

We have remote and on-site training offerings to best suit your needs.

### 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. 3.0 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 create a custom look to your projector or PTZ camera. We can brand your product with your logo, design or paint using one of our standard colors and create a custom color solution to match your company or facility design.

### 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.

### Projector Mapping/Edgeblend & Video Wall Calibration

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.

### Onsite Break Fix/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, deployment services for your specific projects or provide after install on-site break/fix support. We also provide troubleshooting solutions and equipment exchange.

### 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.

The contents of the software 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.

### Digital Signage Support

Panasonic is your all-in-one strategic partner for Digital Signage solutions. Digital Signage Display Package offers a portfolio of all-encompassing products and services – from unmatched product, accessories and content management to installation, logistics and warranty.

Digital Signage improves communication across your campus, business or public space, by offering maximum flexibility and better connecting your environment in both indoor and outdoor spaces. Providing you with end-to-end support, we offer options for an effortless experience to give you the ability to better deliver engaging content and drive sales.

Panasonic provides a single point of contact with comprehensive management from our Panasonic team of professionals, offering long-term protection with 3,4, and 5-Year all inclusive warranty with Onsite Service Level Agreement options.

### Lecture Capture Support

Lecture Capture provides you with an all-in-one system that enables teachers, students and workers to deliver engaging content that enhances productivity and lesson planning.

The intuitive platform is equipped with automatic motion detection and facial recognition via deep learning, so teachers they can focus on teaching, not technology. And IP video feed support means installation isn't complicated for IT teams – no matter the building architecture. The advanced suite of technology is designed to be set up & installed, right out of the box.

► 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)



## 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.

### Laser Based 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	

### Flat Panel Displays

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

### Professional Video

WARRANTY	PARTS	LABOR
Cameras, Camcorders, Monitors, Controllers, Switchers, Viewfinders, Media recorders	1 Year	1 Year
<b>Exceptions</b>		
Image Sensor Device	3 Years	3 Years
P2, microP2, SD, SDHC, SDXC memory cards	1 Year	none
Accessories packaged with main product (batteries, cables, MIC holders)	10 Days	none

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 expedited repaired at your discretion.



**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 extended 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.

- Expedited 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)
- Same or comparable model will be 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 Expedited Shipping
- 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



White Glove Add-On for Extended warranties. Once purchased together with extended warranties, our support team will remove and replace existing displays with the Advance Swap unit, some restrictions apply.

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 our 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 or unplanned repair expenses can be avoided. Your potential downtime will be reduced to the absolute minimum as all of our warranties come with a loaner unit if needed.

	STANDARD	EXTENDED PLUS
	Standard Warranty	Extended Warranty with Loaner
Total Coverage	3 Years	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	Ground Return Shipping	Expedited Free Shipping
Firmware Update & Software Upgrade Notifications		Included
Firmware Update & Software Upgrade Support		Included
Notification of Member Only Offers/upgrades		Included
Express Repair Service		Included
Loaner Product Service		Included for all 5 years
<b>PRICE</b>	<b>Included with product registration</b>	<b>Starting at \$224.99</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.

Extended Warranty

SKU	Description	MSRP Price	Product Model Family
PT-SVCEXTWAR5YLA	<b>PROJ PREMIUM 5Yr Service Support (1-3)</b> Extends terms of Standard Warranty to Five Years of Warranty coverage; Adds Projector Loaner service for same term. Additional terms and conditions apply.	\$224.99	PT-LRW/LRZ, PT-VX/VW/VZ, PT-TW, PT-LB/LW
PT-SVCEXTWAR5YLB	<b>PROJ PREMIUM 5Yr Service Support (3-5.5)</b> Extends terms of Standard Warranty to Five Years of Warranty coverage; Adds Projector Loaner service for same term. Additional terms and conditions apply.	\$319.99	PT-VMW/VMZ, PT-LMZ460, PT-JX200
PT-SVCEXTWAR5YLC	<b>PROJ PREMIUM 5Yr Service Support (5.5-12)</b> Extends terms of Standard Warranty to Five Years of Warranty coverage; Adds Projector Loaner service for same term. Additional terms and conditions apply.	\$599.99	PT-FRZ/FRQ, PT-MZ680, PT-CMZ50
PT-SVCEXTWAR5YLD	<b>PROJ PREMIUM 5Yr Service Support (12-17.5)</b> Extends terms of Standard Warranty to Five Years of Warranty coverage; Adds Projector Loaner service for same term. Additional terms and conditions apply.	\$899.99	PT-MZ780/880, PT-RZ790/690
PT-SVCEXTWAR5YLE	<b>PROJ PREMIUM 5Yr Service Support (17.5-27.5)</b> Extends terms of Standard Warranty to Five Years of Warranty coverage; Adds Projector Loaner service for same term. Additional terms and conditions apply.	\$1,399.99	PT-MZ10/11/14, PT-RCQ80, PT-RZ990/890
PT-SVCEXTWAR5YLF	<b>PROJ PREMIUM 5Yr Service Support (27.5-35)</b> Extends terms of Standard Warranty to Five Years of Warranty coverage; Adds Projector Loaner service for same term. Additional terms and conditions apply.	\$1,999.99	PT-MZ16/13, PT-RCQ10, PT-RZ120
PT-SVCEXTWAR5YLG	<b>PROJ PREMIUM 5Yr Service Support (35-50)</b> Extends terms of Standard Warranty to Five Years of Warranty coverage; Adds Projector Loaner service for same term. Additional terms and conditions apply.	\$2,899.99	PT-REQ12, PT-RZ12, MZ-17/20
PT-SVCEXTWAR5YLH	<b>PROJ PREMIUM 5Yr Service Support (50-100)</b> Extends terms of Standard Warranty to Five Years of Warranty coverage; Adds Projector Loaner service for same term. Additional terms and conditions apply.	\$5,499.99	PT-RQ25/18, PT-RQ22/13, PT-RZ24/17, PT-RZ21
PT-SVCHBRI-Y45L	High Bright Ext Warr w/Loaner 5Years total from original equipment purchase date. Advance loaner service offered during coverage period. For 3 Chip DLP 25,000 to 45,000 lumens	\$7,399.99	PT-RQ35, PT-RZ34
PT-SVCSUPHBR-Y45L	Super High Bright Ext Warr w/Loaner 5Years total from original equipment purchase date. Advance loaner service offered during coverage period. For 3 Chip DLP Above 45,000 lumens	\$15,499.99	PT-RQ50

Projector Consulting & Engineering

SKU	Description	MSRP Price
PT-SALESRENGFD	Full Day – Sales Engineer Labor	\$2,699.00
PT-SALESRENGHD	0.5 Day – Sales Engineer Labor	\$1,349.00
PT-ENGTRVLAF	Sales Engineer: Travel – Airfare + 1 Night Hotel	\$1,350.00
PT-ENGTRVLDAY	Sales Engineer: Travel – Daily Trip Charge	\$205.00
PT-SVCENGFDOS	Full Day – On-site service engineer support, training, setup and commissioning.	\$2,299.00
PT-SVCENGDOS	0.5 Day – On-site service engineer support, training, setup and commissioning.	\$1,149.00
PT-SVCTRVLAF	Service Engineer: Travel – Airfare + 1 Night Hotel	\$1,350.00
PT-SVCTRVLDAY	Service Engineer: Travel – Daily Trip Charge	\$205.00
PT-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.	\$505.00
PT-SVCREMSUPP8H	<b>Remote Support:</b> 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.	\$940.00

Projector Vinyl Skins

SKU	Description	MSRP Price
PT-SVCWRPTOPLOGOE	Top panel contour cut logo user applied - logo only - user supplied graphic file - user applied vinyl decal	\$220.00
PT-SVCWRPFULLGRE	Full projector vinyl wrap - with color graphics - user supplied graphics - 22K lumen and below	\$990.00

Projector Painting

SKU	Description	MSRP Price	Product Model Family
PT-CUSTOMCOLORKC	ADD ON SKU - Custom Color Batch - Gallon only (6-8 proj) - Must purchase a painting SKU in addition.	\$450.00	All Projectors
PT-PROJPAINTMEDKC	Single Chip DLP/LCD Projector Painting KC - Standard Color	\$1,180.00	LCD/1-DLP
PT-PROJPAINTLRGKC	3-Chip DLP Projector Painting KC Excluding RQ50 - Standard Color	\$1,520.00	3 Chip DLP
PT-RQ50STDPAINTKC	RQ50 Projector Painting KC - Standard Color	\$2,420.00	RQ50 Series
PT-PROJPAINTLRGKCW	3-Chip DLP Projector Painting WHITE KC Excluding RQ50	\$1,520.00	3 Chip DLP
PT-RQ50STDPAINTKCW	RQ50 Projector Painting WHITE KC	\$2,420.00	RQ50 Series

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 Warranty 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	EXTENDED PLUS
	Standard Warranty	Extended 2yr Warranty
Total Coverage	3 Years	5 Years
Technical Product Support	USA Toll-Free Hotline	USA Toll-Free Hotline
Product Repair Drop-Off	Available	Available
Product Repair Mail-In	Available	Available
Repair Mail-In Shipping Service	Ground Return Shipping	Expedited 2 day Ship (some restrictions apply)
Advance Replacement Warranty (pending availability)	Included	Included
Firmware Update & Software Upgrade Notifications		Included
Firmware Update & Software Upgrade Support		Included
Notification of Member Only Offers/upgrades		Included
Express Repair Service		Available
<b>PRICE</b>	<b>Included</b>	<b>Starting at \$69.00</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.

Extended Warranty

SKU	Description	MSRP Price
TH-SVCXW43CQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-43CQ Series	\$69.00
TH-SVCXW43CQEY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-43CQE Series	\$75.00
TH-SVCXW43EQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-43EQ Series	\$81.00
TH-SVCXW43EQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-43EQ Series	\$81.00
TH-SVCXW43SQEY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-43SQE Series	\$101.00
TH-SVCXW49CQEY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-49CQE Series	\$85.00
TH-SVCXW49SQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-49SQ Series	\$184.00
TH-SVCXW49SQEY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-49SQE Series	\$125.00
TH-SVCXW50CQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-50CQ Series	\$83.00
TH-SVCXW50EQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-50EQ Series	\$83.00
TH-SVCXW50EQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-50EQ Series	\$83.00
TH-SVCXW55CQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-55CQ Series	\$88.00
TH-SVCXW55EQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-55EQ Series	\$117.00
TH-SVCXW55LFVY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-55LFV9U	\$351.00
TH-SVCXW55SQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-55SQ Series	\$217.00
TH-SVCXW55SQEY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-55SQE Series	\$192.00
TH-SVCXW55VF2HY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-55VF2HW	\$531.00
TH-SVCXW55VF2Y45	Year 4 & 5 Ext Warr W/ADV Swap for TH-55VF2W	\$504.00
TH-SVCXW65CQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-65CQ Series	\$133.00
TH-SVCXW65CQEY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-65CQE Series	\$127.00
TH-SVCXW65EQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-65EQ Series	\$180.00
TH-SVCXW65EQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-65EQ Series	\$180.00
TH-SVCXW65SQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-65SQ Series	\$345.00
TH-SVCXW65SQEY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-65SQE Series	\$165.00
TH-SVCXW75BQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-75BQ Series	\$1,376.00
TH-SVCXW75CQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-75CQ Series	\$267.00
TH-SVCXW75CQEY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-75CQE Series	\$231.00
TH-SVCXW75EQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-75EQ Series	\$315.00
TH-SVCXW75EQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-75EQ Series	\$315.00
TH-SVCXW75SQHY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-75SQH Series	\$681.00
TH-SVCXW75SQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-75SQ Series	\$471.00
TH-SVCXW75SQEY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-75SQE Series	\$427.00
TH-SVCXW86CQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-86CQ Series	\$480.00
TH-SVCXW86CQEY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-86CQE Series	\$453.00
TH-SVCXW86EQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-86EQ Series	\$565.00
TH-SVCXW86EQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-86EQ Series	\$565.00
TH-SVCXW86SQHY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-86SQH	\$1,091.00
TH-SVCXW86SQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-86SQ Series	\$672.00
TH-SVCXW86SQEY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-86SQE Series	\$624.00
TH-SVCXW98CQEY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-98CQE Series	\$985.00
TH-SVCXW98SQY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-98SQ Series	\$1,339.00
TH-SVCXW98SQEY45	Year 4 & 5 Ext Warr W/ADV Swap for TH-98SQE Series	\$1,280.00

Display "White Glove" Extended Warranty Add-on

With the purchase of this SKU in addition to extended warranty, if at any point of the extended warranty period a display fails, a hotswap unit will be provided and a technician to remove and rehang the display.

SKU	Description	MSRP Price
TH-SVCOSDISPSWAP1	Onsite (1) technician for small size display to remove and rehang under warranty period. Must be purchased with extended warranty and reside in a metropolitan area. Model/SN#/End User info needed to purchase.	\$265.00
TH-SVCOSDISPSWAP2	Onsite (2) technician for medium size display to remove and rehang under warranty period. Must be purchased with extended warranty and reside in a metropolitan area. Model/SN#/End User info needed to purchase.	\$330.00
TH-SVCOSDISPSWAP3	Onsite (3) technician for large size display to remove and rehang under warranty period. Must be purchased with extended warranty and reside in a metropolitan area. Model/SN#/End User info needed to purchase.	\$440.00

\*Some Exclusions apply. Display height must be no more than 6ft off ground with easy access to mounts etc. Priced for standard weekday during normal business hours for replacement. Customer must receive replacement display prior to technicians arriving onsite. Customer must provide adequate staging area for all work to be performed.

Display Consulting & Engineering

SKU	Description	MSRP Price
TH-SALESRENGFD	Full Day – Sales Engineer Labor	\$2,699.00
TH-SALESRENGHD	0.5 Day – Sales Engineer Labor	\$1,349.00
TH-ENGRVFLAF	Sales Engineer: Travel – Airfare + 1 Night Hotel	\$1,350.00
TH-ENGRVLDAY	Sales Engineer: Travel – Daily Trip Charge	\$205.00
TH-SVCENGFDOS	Full Day – On-site engineering support, training, setup and commissioning.	\$2,299.00
TH-SVCENGHDOS	0.5 Day – On-site engineering support, training, setup and commissioning.	\$1,149.00
TH-SVCTRVLAF	Service Engineer: Travel – Airfare + 1 Night Hotel	\$1,350.00
TH-SVCTRVLDAY	Service Engineer: Travel – Daily Trip Charge	\$205.00
TH-SVCREMSUPP2H	Remote Support: Billed in 2 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.	\$270.00
TH-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.	\$505.00
TH-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.	\$940.00

Software

SKU	Description	MSRP Price
TY-VUK10V	Video wall auto adjustment software license	\$880.00



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. All our Extended Warranties include an accidental coverage and loaner unit service on all product tiers (some exclusions apply).

**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
Firmware Update & Software Upgrade Notifications		Included
Firmware Update & Software Upgrade Support		Included
Express Repair Service		Available
Loaner Product Service		Available (Starting in the First Year)**
Accidental Damage Coverage		Included <sup>1</sup>
<b>PRICE</b>	<b>Included</b>	<b>Starting at \$275.00</b>

\* 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.  
<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.

**Extended Warranty**

SKU	Description	MSRP Price	Product Model Family
AV-SVCEXTWAR5YA	PRO AV PREMIUM 5Yr Ext Warranty**** Provides Five Years of Standard Service. (1-3)	\$275.00	AG-CX10, AG-UCK20, AG-UMR20, AK-HRP250, AW-HE20, AW-UE20, AW-RP60, AW-UE4
AV-SVCEXTWAR5YB	PRO AV PREMIUM 5Yr Ext Warranty**** Provides Five Years of Standard Service. (3-6)	\$600.00	AG-CX350, AJ-CVF25, AJ-PG50, AK-HRP1015, AK-HVF75, AV-HS60C3G, AW-RP150, AW-UE40, AW-UE50, AW-UE80, TPT-TM003
AV-SVCEXTWAR5YC	PRO AV PREMIUM 5Yr Ext Warranty**** Provides Five Years of Standard Service. (6-10)	\$960.00	AK-HCU250, AJ-PX380, AK-HVF100, AU-EVA1, AW-UE100, TPT-TM002, AJ-CVF70
AV-SVCEXTWAR5YD	PRO AV PREMIUM 5Yr Ext Warranty**** Provides Five Years of Standard Service. (10-15)	\$1,500.00	AK-UCU500, AW-HE145, AW-UE150/UE160
AV-SVCEXTWAR5YE	PRO AV PREMIUM 5Yr Ext Warranty**** Provides Five Years of Standard Service. (15-20)	\$2,200.00	AK-UCU600, AU-V35LT1, AV-HS60U2P, TPT-TF001, TPT-TO001, TPT-TR001
AV-SVCEXTWAR5YF	PRO AV PREMIUM 5Yr Ext Warranty**** Provides Five Years of Standard Service. (20-30)	\$2,800.00	AK-HC3900, AK-UC3300, AT-KC10C1G, AJ-CX4000, AJ-PX5100, AK-HC5000, AV-HS60C2P, AV-HS60C4P, AV-UH5500, AW-HR140, TPT-TD001, TPT-TF009
AV-SVCEXTWAR5YG	PRO AV PREMIUM 5Yr Ext Warranty**** Provides Five Years of Standard Service. (30-40)	\$3,600.00	AK-PLV100, AK-UC4000, TPT-TF005
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.	\$3,200.00	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.	\$6,500.00	AT-KC1000P

\*\* 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 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.

**Pro Video Consulting & Engineering**

SKU	Description	MSRP Price
AV-SALESRENGFD	Full Day – Sales Engineer Labor	\$2,699.00
AV-SALESRENGHD	0.5 Day – Sales Engineer Labor	\$1,349.00
AV-ENGTRVLAF	Sales Engineer: Travel – Airfare + 1 Night Hotel	\$1,350.00
AV-ENGTRVLDAY	Sales Engineer: Travel – Daily Trip Charge	\$205.00
AV-SVCENGFDOS	Full Day – On-site engineering support, training, setup and commissioning.	\$2,299.00
AV-SVCENGHDOS	0.5 Day – On-site engineering support, training, setup and commissioning.	\$1,149.00
AV-SVCTRVLAF	Service Engineer: Travel – Airfare + 1 Night Hotel	\$1,350.00
AV-SVCTRVLDAY	Service Engineer: Travel – Daily Trip Charge	\$205.00
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.	\$505.00
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.	\$940.00

**PTZ Painting**

SKU	Description	MSRP Price
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

Panasonic's digital wireless microphones are engineered to withstand the rugged Higher Ed environment and have been installed in thousands of schools worldwide. The system carries a 3-year 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 audio 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 4yr Warranty
Total Coverage	3 Years	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
Firmware Update & Software Upgrade Notifications		Included
Firmware Update & Software Upgrade Support		Included
Preventative Maintenance		Included
Express Repair Service		Available
<b>PRICE</b>	<b>Included</b>	<b>Starting at \$55.00</b>

**Extended Warranty**

SKU	Description	MSRP Price	Product Model Family
WX-SVCBASE5Y	<b>Pro Audio 5Yr Ext Warranty</b> Receiver (WX-SR202) and wireless antenna (WX-SA250). Extends standard 3yr warranty to include yrs 4-5 for a total of 5yrs warranty on both models.	\$150.00	WX-SR202, WX-SA250
WX-SVCMIC5Y	<b>Pro Audio 5Yr Ext Warranty</b> Wireless mic, extends standard 3 yr warranty to include yrs 4-5 for a total of 5yrs warranty.	\$55.00	WX-ST200, WX-ST400
WX-SVCCHGR5Y	<b>Pro Audio 5Yr Ext Warranty</b> Microphone charging stand, extends standard 3yr warranty to include yrs 4-5 for a total of 5 yrs of warranty.	\$55.00	WX-SZ200

**Pro Audio Consulting & Engineering**

SKU	Description	MSRP Price
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.	\$505.00
AV-SVCREMSUPP8H	<b>Remote Support:</b> 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.	\$940.00

**Pro Audio Services**

SKU	Description	MSRP Price
WX-SVCWRPMICE	Handheld mic vinyl graphic-qty 50 user applied decal – user supplied graphic	\$250.00

### Custom Vinyl Skins

#### Customized branding for Projectors and Wireless Microphones

Customized 'skins' are a great way to showcase school spirit, recognize fund-raising donors, display company colors/logos or complement any decorative environment.

- Available in Matte or Glossy Finish
- Custom Colors and Pantone Color Matching
- User-Supplied Graphic/Logo can be incorporated into design
- 5-10 Business Day Turnaround
- Will not void the Projector Warranty if completed by Panasonic
- Skins are for Long-Term Use or can be Easily Updated/Replaced

For more information, contact your Panasonic Representative or email [Professional.Services@us.panasonic.com](mailto:Professional.Services@us.panasonic.com)

#### Choose from 4 Projector Skin Options:

- Full Skin – Solid White Vinyl
- Full Skin – Custom Graphic/Logo/Color
- Custom Top Panel Skin Only
- Custom Top Panel Contour Cut – Custom Graphic/Logo/Color



Microphone Skins are User Applied

#### Projector Services

SKU	Description	MSRP Price
PT-SVCWRPTOPLOGOE	Top panel contour cut logo user applied - logo only - user supplied graphic file - user applied vinyl decal	\$220.00
PT-SVCWRPFULLGRE	Full projector vinyl wrap - with color graphics - user supplied graphics - 22K lumen and below	\$990.00
WX-SVCWRPMICE	Handheld mic vinyl graphic-qty 50 user applied decal – user supplied graphic	\$250.00

### Custom Painting



#### PTZ Painting

SKU	Description	MSRP Price
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

#### Projector Painting

SKU	Description	MSRP Price	Product Model Family
PT-CUSTOMCOLORKC	ADD ON SKU - Custom Color Batch - Gallon only (6-8 proj) - Must purchase a painting SKU in addition.	\$450.00	
PT-PROJPAINTMEDKC	Single Chip DLP/LCD Projector Painting KC	\$1,180.00	LCD/1-DLP
PT-PROJPAINTLRGKC	3-Chip DLP Projector Painting KC Excluding RQ50	\$1,520.00	3 Chip DLP
PT-RQ50STDPAINTKC	RQ50 Projector Painting KC	\$2,420.00	RQ50 Series
PT-PROJPAINTLRGKCW	3-Chip DLP Projector Painting WHITE KC Excluding RQ50	\$1,520.00	3 Chip DLP
PT-RQ50STDPAINTKCW	RQ50 Projector Painting WHITE KC	\$2,420.00	RQ50 Series

#### Projector

SKU	Description	MSRP Price
ET-UK20V	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

SKU	Description	MSRP Price
TY-VUK10V	Video Wall Auto Adjustment SW License	\$880.00

#### Early Warning Software

SKU	Description	MSRP 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
ET-SWA105AV	Early Warning SW 1 yr EXT LIC 513-2048 Devices	\$7,499.00
ET-SWA105BV	Early Warning SW 1 yr EXT LIC 257-512 Devices	\$4,999.00
ET-SWA105CV	Early Warning SW 1 yr EXT LIC 129-256 Devices	\$3,299.00
ET-SWA105DV	Early Warning SW 1 yr EXT LIC 65-128 Devices	\$2,299.00
ET-SWA105EV	Early Warning SW 1 yr EXT LIC 33-64 Devices	\$1,499.00
ET-SWA105FV	Early Warning SW 1 yr EXT LIC 1-32 Devices	\$749.00

#### Pro Video

SKU	Description	MSRP 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-SF100G	PTZ Auto Tracking Soft. - Box	\$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	\$3,645.00
AW-SF203Z	3 Additional Licenses for PTZ Camera Tracking Software	\$4,145.00
AW-SF300Z	Visual Presets for Multiple PTZ Cameras	\$1,595.00

#### Kairos

SKU	Description	MSRP Price
AT-SVCKC100P1Y	Kairos server (AT-KC100) SLA 1 yr renewable - 1st year mandatory, loaner unit, limited accidental damage coverage with max payout up to \$6,500/year or event, parts labor as per terms of standard warranty. SKU is for 1 year only and can be renewed up to 4 times consecutively for a total of 5 years total coverage.	\$3,200.00
AT-SVCKC100P1YNL	Kairos KC100 SLA 1yr no loaner-renewable - 1st year mandatory, limited accidental damage coverage with max payout up to \$6,500/year or event, parts labor as per terms of standard warranty. SKU is for 1 year only and can be renewed up to 4 times consecutively for a total of 5 years total coverage.	\$2,000.00
AT-SVC1000P1Y	Kairos server (AT-KC1000) SLA 1 yr renewable - 1st year mandatory, loaner unit, limited accidental damage coverage with max payout up to \$15,000/year or event, parts labor as per terms of standard warranty, SKU is for 1 year only and can be renewed up to 4 times consecutively for a total of 5 years total coverage.	\$6,500.00
AT-SF001Z	KC100 4K upgrade option key - email	\$6,600.00
AT-SF002Z	KC100 I/O upgrade option key - email	\$6,600.00
AT-SF003Z	KC100 canvas option key - email	\$6,600.00
AT-SF005Z	Kairos IP audio mixer option key - email delivery	\$2,200.00
AT-SF005G	Kairos IP audio mixer option key - physical delivery	\$2,200.00
AT-SFE03Z	Kairos NMOS key - email delivery	\$5,500.00
AT-SFE03G	Kairos NMOS key - physical delivery	\$5,500.00



# Panasonic CONNECT

## 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)

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

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

[proavparts@heartlandsi.com](mailto:proavparts@heartlandsi.com)

## Panasonic Connect North America Pro Video Engineering & Service

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

<https://na.panasonic.com/us/support/panasonic-broadcast-cinema-pro-video-service-center>

## PANASONIC SPARE PARTS DISTRIBUTOR

**Panasonic Connect North America Professional Services, LLC**

13940 Madison Ave, Kansas City, MO 64145

888-685-8855 (M-F 7:30-5:30 CT)

[proavparts@heartlandsi.com](mailto:proavparts@heartlandsi.com)

## For More Information

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