



## PREMIUM PLUS SERVICE PLANS



# PREMIUM+





## PANASONIC IS PLEASED TO OFFER SERVICE AND REPAIR AGREEMENTS TO ENSURE ONGOING SUPPORT FOR YOUR CAMERA SYSTEMS

Panasonic is regarded worldwide as a manufacturer of durable, highly reliable products. However, we recognise that even the very best products can occasionally fail.

While our Standard Service exceeds most of our customers' expectations, we know that sometimes you are looking for something extra; with this in mind, we have developed three Premium Plus Service Plans to offer an enhanced level of support to ensure your total peace of mind.

**PREMIUM+**

- + 5-days Turnaround time for workshop repairs (from collection until return)
- + Increased Warranty coverage from 2 to 3 years
- + 2-day Technical Training including Provision of Service Documentation
- + Targeted 2 hour call back by an experienced Panasonic technician
- + Option of direct next day shipment of key parts
- + Option to purchase Spare Parts KIT to enhance local repair turnaround time

### COVERAGE WITH

STUDIO CAMERA AK-HC3500 | HC3800 | UC3000 | HC5000  
 SWITCHER MAIN FRAME AV-HS60U1/U2  
 CAMERA CONTROL UNIT AK-HCU200 | AK-HCU355 | AK-UCU500  
 CONTROL PANEL AV-HS60C1/C2 | AV-HS60C4  
 REMOTE OPERATIONAL PANEL  
 AK-HRP200 | AK-HRP935 | AK-HRP1000 | AK-HRP1005  
 MENU PANEL AV-HS60C3  
 VIEWFINDER AK-HVF100 | AK-HVF70

	PLAN 1	PLAN 2	PLAN 3
A) Increased Standard Warranty from 2 to 3 years <sup>*1</sup>	*	*	*
B) Technical Training: 2-day fault-finding and repair training seminar	*	*	*
C) Provision of Service documentation including service manuals, parts list and technical updates	*	*	*
D) Priority Access to our technical Specialists for repair fault analysis <sup>*2</sup>	*	*	*
E) Expedited spare parts supply for in-warranty failures with next day delivery <sup>*3</sup>		*	
F) Spare Parts KIT <sup>*4</sup> and Replenishment of parts used from KIT <sup>*3</sup>			*
G) Optional Warranty Extension <sup>*5</sup>		*	*

<sup>\*1</sup> Applicable for models covered by 2-year Standard Warranty: AK-HC3500, AK-HC3800, AK-HCU200, AK-HCU355, AK-HRP200, AK-HRP935, AK-HVF70, AV-HS60U1/U2, AV-HS60C1/C2, AV-HS60C4 and AV-HS60C3. Standard Warranty for all remaining listed models is 3 years.

<sup>\*2</sup> All engineers successfully completing the training session will be given priority access to our technical Specialists with targeted call-back within 2 hours (Mon-Fri 9-5pm CET excl. UK Public Holiday)

<sup>\*3</sup> Adequate stock of key spare parts will be held with Panasonic's Central CS to cover the cameras registered under the terms of this agreement.

<sup>\*4</sup> Includes 1 Spare Parts KIT with key parts to be held at customer's repair centre.

<sup>\*5</sup> For Service Plan 2 and 3, the 5-year Service Contracts include a 2-year Warranty Extension, extending the Warranty from 36 to 60 months.



Get in touch with your [Panasonic Sales contact person](#) or email us at [premiumplus@eu.panasonic.com](mailto:premiumplus@eu.panasonic.com)

## ADDITIONAL SERVICE PLAN INFORMATION

Our Service Plans are available for 3 or 5 years and must be purchased within 6 months of the product purchase date by its first end user.

### A) INCREASED WARRANTY 2 → 3 YEARS

Providing you with total of peace of mind for 3 years, Premium Plus extends the standard 2 year warranty period by 1 year. Standard target turnaround time for repairs in our centralised European workshop is 5 working days (spare parts, labour and logistics for in-warranty repairs are included).

### B+C) TECHNICAL TRAINING

During a 2-day service seminar our Technical Specialist will train your engineers to perform module replacement and fault diagnosis (maximum of 6 engineers in 1 location). Additionally, we will provide access to Service documentation including service manuals, parts lists and technical updates.

### D) TECHNICAL SUPPORT FOR FAULT-FINDING

Premium Plus gives you Priority Response. Sometimes all that is

needed to get you up and running is a call-back from one of our experienced Technical Specialists. Contact us and our Technical Team will be in touch in less than 2 hours.

### E) EXPRESS PARTS

Should our Technical Team determine that you need replacement parts, these will be shipped direct to you from our central stock at no extra cost. All parts available in our central stock, which are requested before 14.30 CET on a Working Day, will be shipped for delivery the next Day.

### F) SPARE PARTS KIT AND REPLENISHMENT OF PARTS USED FROM KIT

We will provide a KIT containing key parts to be held at your Service location to enable speedy repairs. Additionally, we will replace all the parts used free of charge from our central repair warehouse.

### TERMS & Conditions

For full Terms & Conditions and Exclusions about our Service Agreements and Standard Warranty Conditions please visit: [business.panasonic.eu/proav-premium-plus-service-plans](https://business.panasonic.eu/proav-premium-plus-service-plans)