

Panasonic CONNECT

EMPOWERING YOUR EXPERIENCE EVERY STEP OF THE WAY

PANASONIC
CONNECT EUROPE
CUSTOMER SERVICE

CONNECTING TO TOMORROW

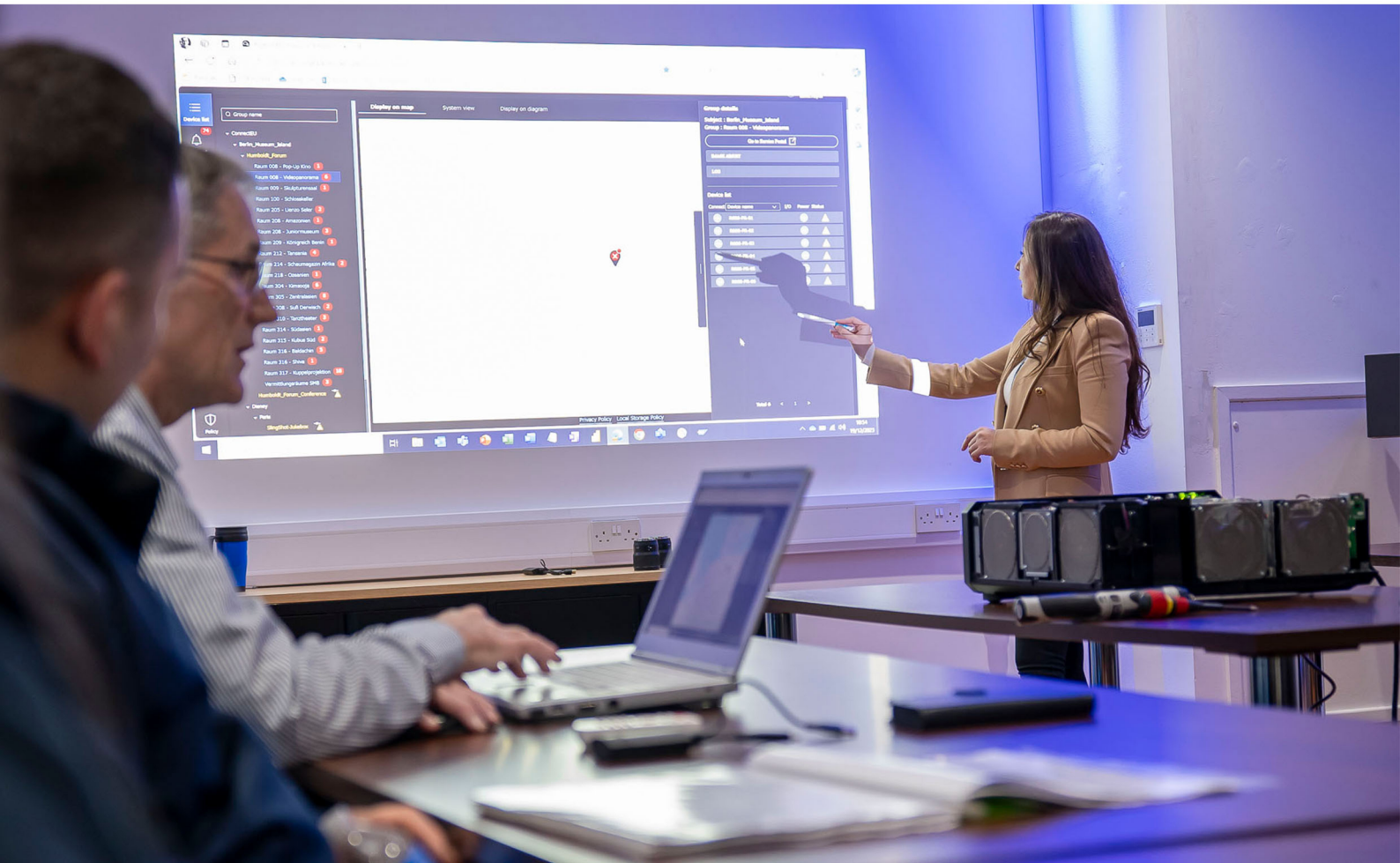


YOUR SMILE IS OUR SMILE

A COMMITMENT TO YOUR SUCCESS BACKED BY OUR SUPPORT

Unlock unparalleled customer service and value-added solutions with Panasonic

When you invest in Panasonic products, you're not just acquiring cutting-edge technology; you're gaining access to our dedicated customer service team. With their expertise, we're uniquely positioned to optimise your technology's performance, streamlining your workflow and propelling your business towards greater success.



REVOLUTIONISING REPAIR SERVICES

Combining Global Expertise with Local Precision

At the core of our service network lie two premier repair centres: the established Repair Centres in Cardiff for our UK customer and our European centre located in Budapest/Hungary, both ensuring seamless support for our customers across the UK and Europe. These centres serve as the heartbeat of our repair operations, boasting a multi-language service helpdesk and a European-wide field support team.

Our highly qualified staff are able to do everything from replacing individual components through to solving complex system challenges. Because every technician understands Panasonic products in detail and works in close collaboration with our R&D and production facilities in Japan, repairs are carried out quickly and accurately.

Both state-of-the-art facilities remain steadfast in providing top-level in and out of warranty repairs, upholding its commitment to excellence for customers in the UK and the wider EU market.

OUR FIVE DAY PROMISE

Faster Repairs for your business, with five-day turnaround times from collection to delivery

To ensure a seamless repair process, we provide a return-to-base service that collects the device, has it checked, repaired, tested and returned. We aim to complete all our repairs, from door to door, within five working days.

Thanks to the efficient, integrated approach of our service teams, we're able to set these exacting standards and often achieve turnaround times that beat our five-day target.

ALWAYS SPEAKING YOUR LANGUAGE

Multi-lingual Support from Our In-House Contact Centre

Our dedicated team covers 8 native languages, ensuring precise reception and understanding of enquiries. This commitment guarantees clear and effective communication at all times:

English • German • French
Italian • Spanish • Polish •
Hungarian • Swedish



EMAIL: BUSINESS.SERVICE@EU.PANASONIC.COM

VISIT: [HTTPS://SERVICE.EU.CONNECT.PANASONIC.COM](https://SERVICE.EU.CONNECT.PANASONIC.COM)

OUR MISSION, YOUR SUCCESS

Elevate Your Experience with Premium Plus Customer Service

At Panasonic, our mission is your success. We're dedicated to improving society and the world by enhancing the personal and professional lives of people everywhere. Our added-value services embody this ethos, all aimed at achieving one thing – customer success.

OPTIONAL PACKAGES & BESPOKE SERVICES



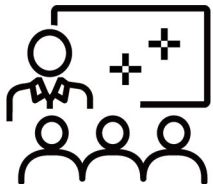
PROTECT PLANS

60 months piece of mind



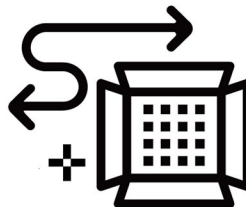
PROTECT + ON-SITE

Upgrade your ProTest Plan to include on-site repair



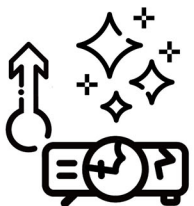
TECHNICAL TRAINING

We come to you or you come to us



LASER REPLACEMENT

Restore Original Brightness



LIFE EXTENSION

Extend the Projector functional life



REMOTE MANAGED SERVICE

Cloud-based solution optimising multi-projection environments

ADDING VALUE EVERY STEP OF THE WAY



Choose from a range of existing Premium+ offerings or let us create a bespoke service plan tailored to your requirements.



CLICK/SCAN TO CONNECT AND DISCOVER MORE

MANAGE YOUR PANASONIC PRODUCTS WITH EASE

Access a secure online portal to manage your Panasonic products. Enjoy convenient 24/7 access to information and services, all from the comfort of your device. Sign in for a personalised experience and unlock a world of convenience.




Panasonic Service Portal exemplifies exceptional customer support. This portal is a comprehensive hub, offering a range of services from product registration and access to manuals and software updates to troubleshooting guides and warranty information. Its standout features include the ability to request repairs and track them seamlessly, ensuring customers are always informed about the status of their products. Additionally, the portal provides options for handling general enquiries, making it an indispensable tool for all Panasonic customers.

In today's fast-paced world, customer service excellence is paramount, and the Panasonic Service Portal rises to the occasion:

- **User-Friendly Interface**
- **New Purchase Registration**
- **Access Vital Information**
- **Troubleshooting Guides**
- **Repair Request and Tracking**
- **Transparency and Peace of Mind**
- **Centralised Essential Services**

Panasonic's commitment to quality and support is reinforced through these streamlined and efficient services.





**"SERVICE MEANS SATISFYING
CUSTOMERS, AND WHEN WE SATISFY
OUR CUSTOMERS, WE IN TURN FIND
SATISFACTION IN A JOB WELL DONE"**

KONOSUKE MATSUSHITA, PANASONIC CORPORATION FOUNDER

PANASONIC CUSTOMER SERVICE

HERE TO SUPPORT YOU

CONTACT PANASONIC TODAY TO FIND OUT HOW WE CAN HELP YOU

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