

# Premium Plus ProTect Support Plans

## Feature & Benefits

October 2023







## **PANASONIC CONNECT LAUNCH NEW 5 YEAR PROTECT SUPPORT PLANS**

We are pleased to announce the introduction of new ProTect Support Plans offering 5 years of enhanced protection for our full range of Projector, Professional Display and ProAV products.

When purchased together with the Hardware, our new ProTect Support Plans provide the following enhanced Services:

- Premium access to Panasonic Connect's Service portal with visibility of Enquiries, Repairs, Knowledge Articles, Contracts and Registered Assets
- Asset management including warranty and contract status with visibility to all registered Account Members via the Service portal
- Return to Base Repair for 5 years for any problems arising due to manufacturing or design defects (Parts, labour and logistics included)
- Access to local Technical Specialists for complex issue resolution
- 5 Business Day Target Turnaround time for workshop repairs (from collection until return)
- Technical Status report provided for all repaired / serviced products
- Access to Packing Materials provided Free of charge on request
- Pro-active Firmware and Quality Update Notifications for registered hardware
- Access to loan units (subject to availability)
- Multilingual Support Desk covering following languages: English, Spanish, French, German, Italian, Polish, Swedish and Dutch. Other languages supported in English (09:00–17:00 CET)

## ProTect Plans Benefits Overview

	Premium access to Panasonic Connect's Service portal with visibility of Enquiries, Repairs, Knowledge Articles, Contracts and Registered Assets
	Asset management including warranty and contract status with visibility to all registered Account Members via the Service portal
	Return to Base Repair for 5 years for any problems arising due to manufacturing or design defects (Parts, labour and logistics included)
	Access to local Technical Specialists for complex issue resolution
	5 Business Day Target Turnaround time for workshop repairs (from collection until return)
	Technical Status report provided for all repaired / serviced products
	Access to Packing Materials provided Free of charge on request
	Pro-active Firmware and Quality Update Notifications for registered hardware
	Access to loan units (subject to availability)
	Multilingual Support Desk covering following European Languages: EN, ES, FR, DE, PL, IT, SE and NL. Other languages supported in English (09:00–17:00 CET)

### NOTES

1. The ProTect Plans cover the hardware for 5 years from the Invoice date to the first end-user.
2. ProTect Plans must be bought together with the hardware that will be covered by the service and be activated within 30 days of the first use by the end user or the Plan will expire.
3. At our discretion we will attend site for complex issues following our initial symptom validation. We reserve the right to charge for this support if the reason for the issue is found to be something resulting from other than Panasonic's Hardware, Design, Firmware or Software.
4. Loan Unit to support the customer in case of extended repair times supplied at Panasonic's discretion.
5. Premium Access to our Portal by registration.
6. Excludes Packing material for Flat Panel Display.