



Professional Video & Audio Systems

Professional Services

- Enhanced Services
- Warranty
- Extended Warranty
- Software



2025

To learn more about our full line of AV solutions, visit us at na.panasonic.com/us/audio-video-solutions

At Panasonic, we strive to provide services to meet your needs, whatever they may be. We are not just a product oriented 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 additional 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.

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. We offer onsite, hands on training for basic maintenance and operational training to ensure the life of the product is maximized.

Custom Product Design

With our service team, we can create a custom look to your 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.

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.

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.



Standard Warranties

Professional Video

WARRANTY	PARTS	LABOR
Cameras, Camcorders, Monitors, Controllers, Switchers, Viewfinders, Media recorders	1 Year	1 Year

EXCEPTIONS

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 in 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.

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 Comparison

	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***
PRICE	Included	Starting at \$275.00

* Panasonic Extended Warranty (EW) 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 EW 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.

*** 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/Extended Warranty plan.

Extended Warranty

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)	\$318.42	\$900.00	\$2,800.00	AG-UCK20, AG-UMR20, AK-HRP250, AW-HE20, AW-UE20, AW-RP60
AV-SVCEXTWAR5YB	PRO AV PREMIUM 5Yr Ext Warranty**** Provides Five Years of Standard Service. (3-6)	\$694.74	\$1,800.00	\$6,000.00	AG-CX350, AJ-CVF25, AJ-PC50, AK-HRP1015, AK-HVF75, AV-HS60C3G, AW-RP150, AW-UE40, AW-UE50, AW-UE80, TPT-SC001, TPT-ST010, TPT-TM003
AV-SVCEXTWAR5YC	PRO AV PREMIUM 5Yr Ext Warranty**** Provides Five Years of Standard Service. (6-10)	\$1,111.58	\$3,000.00	\$10,000.00	AJ-CVF70, AJ-PX380, AK-HCU250, AK-HVF100, AT-KC20M1G, AW-UE100, TPT-SC002, TPT-SC004, TPT-SC007
AV-SVCEXTWAR5YD	PRO AV PREMIUM 5Yr Ext Warranty**** Provides Five Years of Standard Service. (10-15)	\$1,736.84	\$4,500.00	\$15,000.00	AK-UCU500, AW-HE145, AW-UE150, AW-UR100G, TPT-SS018
AV-SVCEXTWAR5YE	PRO AV PREMIUM 5Yr Ext Warranty**** Provides Five Years of Standard Service. (15-20)	\$2,547.37	\$6,500.00	\$22,000.00	AK-UCU600, AK-UCU700, AV-HS60U2P, TPT-SF003, TPT-TF001, TPT-T0001, TPT-TR001
AV-SVCEXTWAR5YF	PRO AV PREMIUM 5Yr Ext Warranty**** Provides Five Years of Standard Service. (20-30)	\$3,242.11	\$8,500.00	\$28,000.00	AJ-CX4000, AJ-PX5100, AK-HC3900, AK-HC5000, AK-UC3300, AK-UCU710, AT-KC10C2G, AV-HS60C2P, AV-HS60C4P, AV-UHS500, AW-HR140, TPT-TD001, TPT-TF009, TPT-TO007
AV-SVCEXTWAR5YG	PRO AV PREMIUM 5Yr Ext Warranty**** Provides Five Years of Standard Service. (30-40)	\$4,168.42	\$11,000.00	\$36,000.00	AK-PLV100, AK-UC4000, TPT-SF001, TPT-SF002, TPT-TF005, TPT-TR006
AT-SVCKC100P1Y	KAIROS AT-KC100 Standard Server SLA 1 Yr Renewable 1st year mandatory, renewable for up to 5 years total coverage; includes priority callback (2hrs) during regular business hours Mon-Fri 8AM-8PM EST by tier 2 support, loaner unit if TAT > 2 days, limited Accidental/Catastrophic Damage coverage with max payout up to \$6,500/year or \$3,200/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	\$3,705.26	\$6,500.00	\$3,200/1 YR	AT-KC100P
AT-SVCKC1000P1Y	KAIROS AT-KC1000 Standard Server SLA 1 Yr Renewable 1st year mandatory, renewable for up to 5 years total coverage; includes priority callback (2hrs) during regular business hours Mon-Fri 8AM-8PM EST by tier 2 support, loaner unit if TAT > 2 days, limited Accidental/Catastrophic Damage coverage with max payout up to \$15,000/year or \$5,200/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	\$7,526.32	\$5,200.00	\$15,000/1 YR	AT-KC1000P
AT-SVCKC200P1Y	KAIROS AT-KC200 Standard Server SLA 1 Yr Renewable 1st year mandatory, renewable for up to 5 years total coverage; includes priority callback (2hrs) during regular business hours Mon-Fri 8AM-8PM EST by tier 2 support, loaner unit if TAT > 2 days, limited Accidental/Catastrophic Damage coverage with max payout up to \$15,000/year or \$5,200/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	\$7,526.32	\$5,200.00	\$15,000/1 YR	AT-KC200P, AK-KC200PL1
AT-SVCKC2000P1Y	KAIROS AT-KC2000 Standard Server SLA 1 Yr Renewable 1st year mandatory, renewable for up to 5 years total coverage; includes priority callback (2hrs) during regular business hours Mon-Fri 8AM-8PM EST by tier 2 support, loaner unit if TAT > 2 days, limited Accidental/Catastrophic Damage coverage with max payout up to \$15,000/year or \$6,500/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	\$8,684.21	\$6,500.00	\$15,000/1 YR	AT-KC2000P, AT-KC2000PS1

** 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.

*** Extended Warranty plans are offered to the original purchaser only and are not transferable. Extended Warranty plans do not provide coverage for loss of data or images regardless of cause, or cost, or wages associated with loss. Extended Warranty plans must be purchased at time of associated product purchase. Extended Warranty 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. Extended Warranty 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	\$3,125.16
AV-SALESRENGHD	0.5 Day - Sales Engineer Labor	\$1,562.00
AV-ENGTRVLAF	Sales Engineer: Travel - Airfare + 1 Night Hotel	\$1,847.37
AV-ENGTRVLDAY	Sales Engineer: Travel - Daily Trip Charge	\$280.53
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.	\$691.05
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.	\$1,286.32



PTZ Painting

SKU	Description	MSRP Price
AV-PTZINDPAINTNJ	Indoor PTZ Painting - Standard Color	\$636.84
AV-PTZOUTPAINTNJ	Outdoor PTZ Painting - Standard Color	\$984.21
AV-CUSTOMCOLORNJ	ADD ON SKU - Custom Color Batch - Gallon only for up to 10 PTZ - Must purchase a painting SKU in addition	\$578.95






Panasonic

**Capture the action,
not the hardware**

PTZ Color matching service for Panasonic PTZ Cameras

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. 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 Comparison

	STANDARD WARRANTY	EXTENDED 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
PRICE	Included	Starting at \$55.00

Extended Warranty

SKU	Description	MSRP Price	Product Model Family
WX-SVCBASE5Y	Pro Audio 5Yr Ext Warranty 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.	\$157.89	WX-SA250, WX-SE200DN, WX-SR202, WX-SR202DN, WX-SR204DN
WX-SVCMIC5Y	Pro Audio 5Yr Ext Warranty Wireless mic, extends standard 3 yr warranty to include yrs 4-5 for a total of 5yrs warranty.	\$58.86	WX-ST200, WX-ST400, WX-ST600, WX-ST700
WX-SVCCHGR5Y	Pro Audio 5Yr Ext Warranty Microphone charging stand, extends standard 3yr warranty to include yrs 4-5 for a total of 5 yrs of warranty.	\$58.86	WX-SZ200, WX-SZ600

Pro Audio Consulting & Engineering

SKU	Description	MSRP Price
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.	\$691.05
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.	\$1,286.32

Pro Audio Services

SKU	Description	MSRP Price
WX-SVCWRPMICE	Handheld mic vinyl graphic-qty 50 user applied decal – user supplied graphic	\$276.97

Pro Video

SKU	Description	MSRP Price
AW-SF100Z	Single PTZ Camera Auto Tracking Software for AW-UE70, AW-HE130 and AW-HE40 Series	\$1,657.89
AW-SF200Z	Multiple PTZ Camera Auto Tracking Server Software for AWUE70, AW-HE130 and AW-HE40 Series	\$2,205.26
AW-SF202Z	2 Additional Licenses for PTZ Camera Tracking Software	\$4,026.32
AW-SF203Z	3 Additional Licenses for PTZ Camera Tracking Software	\$4,578.95
AW-SF300Z	Visual Presets for Multiple PTZ Cameras	\$1,763.16

KAIROS

SKU	Description	MSRP Price
AT-SF001Z	KC100 4K upgrade option key - email	\$8,578.34
AT-SF002Z	KC100 I/O upgrade option key - email	\$8,578.34
AT-SF003Z	KC100 canvas option key - email	\$8,578.34
AT-SF005Z	Kairos IP audio mixer option key - email delivery	\$2,604.57
AT-SFE03Z	Kairos NMOS key - email delivery	\$6,516.75





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
Professional Wireless Audio
800-491-9986
ProvideoSupport@us.panasonic.com
wirelessmicsupport@us.panasonic.com

Panasonic Spare Parts Distributor Panasonic Connect North America Professional Services

888-685-8855 (M-F 7:30-5:30 CT)
proavparts@panasonicproservices.com
For More Information
na.panasonic.com/us/support