

Panasonic

ENHANCED SERVICES | WARRANTY | EXTENDED WARRANTY | SOFTWARE



Projector & Display Professional Services

SPRING
2025

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 those listed. Please reach out to your Panasonic Representative for more information on how Panasonic can help you achieve your goals.

Enhanced Services

Training

We offer remote and on-site training tailored to your needs, including hands-on sessions for basic maintenance and operation to maximize product lifespan.

Custom Product Design

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

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 also 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.

To learn more about our full line of visual systems, visit us at connect.na.panasonic.com/av



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)	Please see product warranty card for exceptions and limitations
LCD Fixed Installation	3 Years	
1 Chip DLP	3 Years	
3 Chip DLP	3 Years	

Flat Panel Displays

MODEL CATEGORY	LABOR / PARTS	EXCEPTIONS
All models	3 Years	Please see product warranty card for exceptions and limitations

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.



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 business days expedited shipping
- Shipped anywhere within the continental states
- 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













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 standard three-year limited warranty. To extend your coverage further, and to add a higher level of protection for your product, Panasonic offers extended warranty 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 National Service Center. 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 WARRANTY	EXTENDED WARRANTY
Coverage Levels Comparison		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	Included
 Firmware Update & Software Upgrade Support		Included	Included
 Notification of Member Only Offers/upgrades			Included
 Express Repair Service			Included
 Loaner Product Service			Included for all 5 years
PRICE		Included with product registration	Starting at \$224.99

*Must be registered on PASS to receive notifications.

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	PROJ PREMIUM 5Yr Service Support (1-3) 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-TMZ/TMW, PT-LMW420U, PT-LRW/LRZ, PT-VX/VW/VZ, PT-TMW/TW, PT-LB/LW
PT-SVCEXTWAR5YLB	PROJ PREMIUM 5Yr Service Support (3-5.5) 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	PROJ PREMIUM 5Yr Service Support (5.5-12) 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	PROJ PREMIUM 5Yr Service Support (12-17.5) 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	PROJ PREMIUM 5Yr Service Support (17.5-27.5) 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	PROJ PREMIUM 5Yr Service Support (27.5-35) 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-REZ15, PT-REZ12, PT-RCQ10, PT-RZ120
PT-SVCEXTWAR5YLG	PROJ PREMIUM 5Yr Service Support (35-50) 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-REQ15, PT-REQ12, PT-RZ12, MZ-17/20
PT-SVCEXTWAR5YLH	PROJ PREMIUM 5Yr Service Support (50-100) 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-SVCENGHDOS	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	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
PT-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

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 warranty 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 Asset Support System (PASS), a website that provides a multitude of support resources, including manuals, technical documents and the latest product news.

Coverage Levels Comparison

		STANDARD	EXTENDED WARRANTY
		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 Business Day Ship (some restrictions apply)
	Advance Replacement Warranty (pending availability)	Included	Included
	Firmware Update & Software Upgrade Notifications*	Included	Included
	Firmware Update & Software Upgrade Support	Included	Included
	Express Repair Service		Available
PRICE		Included	Starting at \$69.00

*Must be registered on PASS to receive notifications.

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 xlarge 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 preformed.

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-ENGTRVLAF	Sales Engineer: Travel – Airfare + 1 Night Hotel	\$1,350.00
TH-ENGTRVLDAY	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

Custom Color and Logo

Customized branding for Projectors and Wireless Microphones

Customized logos 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
- 5-10 Business Day Turnaround
- Will not void the Projector Warranty if completed by Panasonic



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

For more information, contact your Panasonic Representative or email Professional.Services@us.panasonic.com

For painting services, fill out request form: <https://forms.office.com/r/vgbrNA31Hj>

SOFTWARE UPGRADES

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



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)

Projector: Option # 3

Pro Display: Option # 4

ProjectorSupport@us.panasonic.com

ProDisplaySupport@us.panasonic.com

For More Information

connect.na.panasonic.com/av/support

Pro Services

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