

PROJECTOR HOT SWAP

Limited Warranty Coverage



In today's fast-paced environments, the need for reliable projection equipment is paramount. Whether for corporate presentations, educational purposes, or events, a malfunctioning projector can disrupt the entire flow. To address this, we are introducing the New Projector Hot-Swap Service, designed to minimize downtime and ensure that your projection needs are met with minimal interruptions.

Service Overview

Our Hot-Swap Service offers a seamless and efficient solution for projector replacements, designed to minimize downtime and ensure your essential activities proceed without disruption.

Immediate Replacement In the event of a projector malfunction, we will strive to dispatch a replacement unit to your location promptly. This rapid response ensures that your presentations, classes, or events continue seamlessly, maintaining productivity and engagement.

Reliable Equipment We provide replacement projectors that are thoroughly tested to ensure clear, bright, and reliable projections. Our extensive inventory includes a variety of models suited for different environments, from small conference rooms to large auditoriums.

Streamlined Process Our service simplifies the replacement process with one-way shipping for both us and the customer. Instead of waiting for repairs, customers receive a unit that is theirs to keep, making the experience hassle-free.

Benefits

Minimized Downtime Immediate replacement minimizes the impact of projector failures on your operations

Cost-Effective Avoid the high costs associated with purchasing and storing backup equipment

Peace of Mind With reliable support and replacement services, customers can focus on their core activities without worrying about equipment failure

Enhanced Productivity Seamless projection ensures that meetings, lectures, and events proceed smoothly, enhancing overall productivity

Hot Swap Service Options

Hot Swap Service can be obtained during the applicable warranty period by contacting Panasonic's Technical Support Center by the following methods:

Phone 855-772-8324 option 3

Email projectorsupport@us.panasonic.com

Web <https://connect.na.panasonic.com/ppnda/contact-us>

Requests for overnight shipping must be received by 2PM Eastern Time to be shipped same day. Refer to the warranty card included with the projector for complete details regarding the warranty terms and conditions.

Models or Parts	Advanced Replacement
1 Chip DLP*	5 Years
All LCD Projector*	5 Years
Exceptions	
3 Chip DLP	No Advanced Replacement Service Available

*With purchase of qualifying Hot Swap service SKU

Conditions

Customers need to be aware of the following conditions:

- **Replacement Projectors:** The replacement projectors provided may be refurbished units that have been thoroughly tested and certified to meet high-quality standards. These units may also be different models with higher brightness or resolution, or from the successor series, ensuring reliability and performance
- **Service Validity:** The hot-swap service is available to customers with an active plan. The service will be suspended if the conditions are not sustained
- **Reporting Process:** Customers must report any projector issues through Panasonic's Technical Support Center to qualify for the hot-swap service
- **Return Policy:** The malfunctioning projector must be returned to Panasonic within 10 business days after receiving the replacement unit, using the pre-paid return shipping label provided
- Each unit is eligible for two hot-swaps within the 5-year program before it becomes eligible for repair. Some restrictions apply, including limitations on operating hours and maintenance parts. Note that customers will receive units with similar usage hours (up to +2,000h)
- Warranty coverage for the replacement unit retains the remaining original projector warranty term

Summary

The New Projector Hot-Swap Service is dedicated to ensuring that your projection requirements are met with efficiency and reliability. By subscribing to our service, you can avoid the hassles associated with projector failures and enjoy uninterrupted presentations. Join us today to experience the peace of mind that comes with our comprehensive hot-swap solution.

For more information or to subscribe, please visit our website or contact our customer service team.