

**Panasonic System Networks Company of America**  
Unit Company of Panasonic Corporation of North America

# **TECHNICAL SERVICE GUIDE**

Effective August 1, 2011

# CONTENTS

Business Technical Support ..... 3

Product Repair Services and Field Replaceable Parts Support .... 3 - 5

- 1. In-warranty Repairs
- 2. Out-of-warranty Repairs
- 3. Expedited Return Shipping Options
- 4. Purchasing Field Replaceable Parts
- 5. Payment Terms
- 6. Repair Warranty Terms

Nationwide Network of Authorized Service Centers ..... 5

Product Return Policy a DOA Product ..... 5 - 6

## Appendixes

Appendix A - Facility Addresses, Hours and Contacts ..... 6

Appendix B - Product Advance Exchange Information ..... 7

Appendix C - Product Advance Exchange Form ..... 8

Appendix D - List of Advance Exchange Product..... 9 - 10

Appendix E - - Product Warranty Information ..... 11

## **IMPORTANT NOTICE:**

Panasonic reserves the right to change program terms, conditions and prices without prior notice.

## Panasonic Business Support

Business support services by phone please dial: 1-800-528-6747

Select option number two (2) for Security System Support:

- Option 1 - Repair or Parts information
- Option 2 - To get an E-mail address to submit your questions
- Option 3 - Technical Support for Matrix System, Video Encoders/Decoders, and Iris Readers.
- Option 4 - Technical Support Network (NVR) or Digital Video Recorders (DVR) systems
- Option 5 - Analog Video Recorders
- Option 6 - Analog and IP cameras, CRT monitors, and LCD monitors
- Option 7 - To speak to a Sales credit or operation representative.
- Option 8 - For all other products

## Product Repair Services and Field Replaceable Parts Support

### Product Repair

**Panasonic Services and Technology Company**  
415 Horizon Drive, Suite 350B  
Suwanee, GA 30024  
770-904-8350

### Parts Purchase

Please have your part number for your purchase readily available before you call.  
Purchase Parts, Accessories and Instruction Books online for all Panasonic Products by visiting our Web Site at: <http://www.pstc.panasonic.com>  
or, send your request by E-mail to: [npcparts@us.panasonic.com](mailto:npcparts@us.panasonic.com)

You may also contact us directly at:  
1-800-332-5368 (Phone) 1-800-237-9080 (Fax Only) (Monday – Friday 9 am to 9 pm, EST.)  
Panasonic Service and Technology Company  
20421 84th Avenue South, Kent, WA 98032

(We Accept Visa, MasterCard, Discover Card, American Express, and Personal Checks)  
For hearing or speech impaired TTY users, TTY : 1-866-605-1277

### 1. In-Warranty Repairs

To obtain in-warranty services, a valid copy of the original end-user proof-of-purchase (POP) must be provided. Products should be adequately packaged and shipped pre-paid to the above address. Collect shipments can not be accepted. Insuring the shipment is suggested. In-warranty products will be returned via UPS Ground service at no charge to the customer. Please be sure to attach a copy of the POP and your Service Request Form (SRF) to the product. The SRF is generated by the persons sending in the unit for repair.

The SRF should contain the following information:

- 1) Company name, address and contact name/number
- 2) Model number, serial number, date-of-purchase and a detailed description of the failure.

If an otherwise in-warranty product is found to have physical damage or abuse or contains an unauthorized modification, the warranty will be void. In this event the customer will be notified with the reason the unit is not eligible for warranty coverage and an estimate for the repair cost.

2. **Out-of-Warranty Repairs**

Panasonic will provide an estimate for all out-of-warranty repairs. In order to expedite sending you the "estimate for approval" form, please include a contact name, telephone and fax number on your service request form and attach the service request form to the product. Out-of-warranty repairs are invoiced at a flat rate price of \$120.00. The cost of parts and shipping & handling fees are additional. All repairs are returned via UPS Ground service unless otherwise requested in writing by the customer.

3. **Expedited Return Shipping Options**

Expedited shipping is available at the written request of the customer. The customer will be charged for the cost of expedited shipping on both in-warranty and out-of-warranty repairs.

4. **Purchasing Field Replaceable Parts**

Panasonic maintains a broad inventory of field replaceable parts such as domes, HDD's etc. Parts can be purchased by:

- 1) Contacting a Panasonic service support specialist at 1-800-528-6747 (Select Option 1)
- 2) Faxing your order to 1-770-904-8357. The fax must include the following information:
  - a. Company name, address and contact name/number
  - b. Part number, description and quantity
  - c. Method of payment
  - d. Purchase Order (PO) number
  - e. Return shipping method requested (Ground, 2<sup>nd</sup> day, overnight etc.)

5. **Payment Terms**

Panasonic Security Systems Authorized Resellers may elect to have repair charges and parts purchases invoiced to their Panasonic service account provided that the account is in good standing. Charges must be paid within the credit terms which are net 30 days of invoice date. Other forms of payment accepted by Panasonic include cash, credit card or certified check.

**Important Payment Information:**

- Checks must be made payable to "Panasonic Corporation of North America"
- Remittance address is:

**Panasonic Service**  
**415 Horizon Drive, Suite 350B**  
**Suwanee, GA 30024**  
**Repair Warranty Terms**

## 6. Repair Warranty Terms

All General Service/Repairs completed by Panasonic are warranted for the remainder of the original product warranty or 30 days, whichever is longer.

### **Nationwide Network of Authorized Service Centers**

In addition to the Panasonic centralized depot repair facility in Suwanee GA, Panasonic maintains a nationwide network of Authorized Service Centers able and willing to provide in-warranty, out-of-warranty and preventive maintenance services. To obtain in-warranty service, a valid copy of the original end-user proof-of-purchase must be provided to the service center at the time the unit is delivered for repair.

To locate the nearest authorized service facility, please call toll free 1-800-526-6610 or visit our web site at: <http://www.pasc.panasonic.com/WhereTo/FindService.asp?Pass=1> . Please have the model number and your zip code ready.

### **Product Return Policy for a DOA (Dead-on-Arrival) Product**

A DOA product is defined as product that experiences an in-warranty failure within 30 days of shipment from a Panasonic Authorized Distributor to the Authorized Reseller. In the unlikely event that a Reseller receives a product the Reseller believes to be DOA, Panasonic will authorize issuance of a Return Merchandise Authorization to the Reseller by the Authorized Distributor from whom the Reseller purchased the product as follows:

- a) Reseller must contact the Technical Hotline and inform the Technical Support Specialist (TSS) that product is believed to be DOA. The Hotline will provide troubleshooting assistance.
- b) In the event the TSS confirms the failure, the TSS will:
  1. Provide the Reseller with a troubleshooting case ticket number
  2. Transfer the Reseller to the Customer Relations Department. The CRD will then:
    - a. obtain information concerning the distributor from whom the product was purchased
    - b. provide information to the distributor so that an RMA can be issued to the Reseller.
- c) Reseller will then need to contact the Distributor to complete the RMA process.

Units that do not qualify for the DOA program include:

1. Shipped from the Distributor over 30 days past.  
**Such units must be returned for service.**
2. Physically damaged.  
**Reseller should file a claim with carrier and/or contact the CRD.**
3. Units that have been modified or otherwise altered from stock condition. (e.g. cut cables, missing items, etc.)
4. In the event an RMA is authorized but a non-qualifying unit is received at the Distributor's returns facility, the Reseller will be contacted to arrange the appropriate disposition.

## APPENDIX A

(Panasonic Security Systems List as of January 2011)

### Panasonic Service and Technologies Company

415 Horizon Drive  
Suite 350B  
Suwanee, GA 30024

Hours of Operation: 7:30am – 4:00pm EST (M-F\*\*)  
Phone: 1-770-904-8350 Option 1  
Fax: 1-770-904-8357  
Manager – Wesley Jones

### Business Technical Support Hotline:

Phone: 1-800-528-6747  
Hours of Operation 9:00am – 8:00pm EST (M-F\*\*)  
\*\* Facilities are open Mon-Fri excluding company holidays.

Dealer Sales Support Line: 1-877-733-3689

Authorized Service Center Locator: 1-800-526-6610

On-Line: <http://www.pasc.panasonic.com/WhereTo/FindServicer.asp?Pass=1>

### Panasonic Service

USA	<b>Paul Jenison</b>	3 Panasonic Way, 2H-4, Secaucus, NJ 07094
Service Engineer	(201) 271-3284	<u>E-mail</u> <a href="mailto:paul.jenison@us.panasonic.com">paul.jenison@us.panasonic.com</a>
Service Administrator	<b>Donna Kershaw</b>	3 Panasonic Way, 2H-4, Secaucus, NJ 07094
USA	(201) 392-4529	<u>E-mail</u> <a href="mailto:donna.kershaw@us.panasonic.com">donna.kershaw@us.panasonic.com</a>

PASC National Parts Center: 1-800-833-9626

Repair parts)  
20421 84<sup>th</sup> Ave. South  
Kent, WA 98032

### Service Headquarters

Panasonic System Networks Company  
A Unit of Panasonic Company of North America  
Three Panasonic Way 2H-4  
Secaucus, NJ 07094  
Attn: Service Administration

Panasonic Security Systems Web Site: [www.panasonic.com/security](http://www.panasonic.com/security)

# APPENDIX B

## Panasonic Security Systems List as of April 1, 2010

### Panasonic System Networks Company

#### In-Warranty Advance Exchange Program

The Advance Exchange Program is offered to Panasonic Sales Dealers and Distributors (sales accounts in good credit standing) to help to minimize customer down time in the event that the Distributor/Dealer can not repair an in-warranty defective product and/or is unable to provide the customer with a replacement or loaner unit. The Advance Exchange Program is available only for the selected products found in the list of Appendix D.

**IMPORTANT NOTE:** The defective unit must be received back at Panasonic within 10 days of the ship date of the replacement unit or distributor/dealer will be invoiced for the replacement unit. (See the Advance Exchange Request Form for a listing of the full terms and conditions)

#### Program Summary

- A) At the sole discretion of Panasonic, a new or refurbished product will be sent via priority shipment to the designated location upon proper completion, approval and submission of the Advance Exchange Request Form Found on page 9 Appendix C.
- B) A copy of the original purchase invoice validating in-warranty status must be provided to obtain an exchange unit. Products outside the warranty period are not eligible for an advance exchange.
- C) The same model and software version level will be provided whenever possible. At Panasonic's sole option, the Exchange unit may be new or refurbished. Under certain conditions (such as end of product cycles) new or successor models may be offered in exchange. In such an event you will be contacted prior to shipment to confirm the replacement unit is still desired. The balance of the original warranty period will remain in effect on the exchanged unit.
- D) A Prepaid UPS Return label is provided with the replacement. The shipping address is:

**Panasonic Services and Technology Company  
415 Horizon Drive, Suite 350B  
Suwanee, GA 30024  
Attn: Advance Exchange Return Center**

- E) If the defective unit is not received within 10 days of the replacement shipping date, the Distributor/Dealer's sales account will be charged the full DP price for the un-retuned product and related shipping charges. Other charges may apply for units that are received back damaged or are not otherwise eligible for warranty coverage as noted in the product warranty statement, such as misuse, abuse... lightning etc.
- F) The distributor or dealer must fully complete the advance exchange form as it contains important information that is required to ensure that the replacement unit is configured properly and will be shipped to the correct address. The form, together with a copy of the original purchase receipt, must be submitted to the designated Panasonic Service engineer or Administrator for approval. The Panasonic engineer/administrator will send the approved document package to the Panasonic Service Center. If distributor or dealer sends a completed form directly to any Service Center it will be automatically rejected.

Please refer to Appendix D for a complete list of current products included in the Advance Exchange Program

**APPENDIX C**  
**Panasonic System Networks Company**

**IN-WARRANTY ADVANCE EXCHANGE REQUEST FORM**      **PSSA Auth#** \_\_\_\_\_

(Only one item per request. Form must be submitted to and approved by a Panasonic Service Engineer)

Date of Request: \_\_\_\_\_

**SHIP HARD DISK ONLY:**

**DEFECTIVE PRODUCT INFORMATION**

YES/NO \_\_\_\_\_ SIZE: \_\_\_\_\_ PATA/SATA \_\_\_\_\_ QTY \_\_\_\_\_

Model Number \_\_\_\_\_

Serial Number \_\_\_\_\_ Software Version and/or Configuration: \_\_\_\_\_

Description of Failure Mode: \_\_\_\_\_

Date of Purchase \_\_\_\_\_ Additional Information \_\_\_\_\_

For Panasonic Use Only: Exchange Unit: Model \_\_\_\_\_ Serial \_\_\_\_\_ Date Shipped \_\_\_\_\_

**DEALER/DISTRIBUTOR INFORMATION:**    Ship to this address YES \_\_\_\_\_ NO \_\_\_\_\_

Dealer/Distributor: \_\_\_\_\_ PSSA Sales Account# \_\_\_\_\_

Address: \_\_\_\_\_

City, State & Zip: \_\_\_\_\_ Tel #: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Fax #: \_\_\_\_\_

**END USER/SITE INFORMATION:**    Ship to this address YES \_\_\_\_\_ NO \_\_\_\_\_

Name: \_\_\_\_\_ Attn to: \_\_\_\_\_

Address: \_\_\_\_\_

City, State & Zip: \_\_\_\_\_ Tel #: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Fax #: \_\_\_\_\_

**TERMS & CONDITIONS:**

- Proof of purchase must be provided for In-Warranty exchange.
- If unit is not in warranty **OR** not a manufacturing defect, a charge of 40% of the replacement unit's DP price will be charged to your account for the replacement unit.
- Warranty for the replacement unit is 90 days, or the balance of the original warranty (if under warranty), whichever is longer. **If the defective unit is not received back within 10 days of the replacement unit's shipping date or if the unit is deemed to have been physically damaged, Dealer/Distributor account will be charged the full DP price.**  
**For your convenience a prepaid UPS return shipping label is included with each exchange unit.**

**IMPORTANT NOTE:** By signing below Dealer/Distributor agrees to the above terms and conditions. Charges, if any, will be invoiced to the dealer's sales account.

Authorized Dealer/Distributor

Signature: \_\_\_\_\_ Date \_\_\_\_\_

Print Name and Title: \_\_\_\_\_

**Fax approved request to: 201-348-5349**

**PSNA APPROVAL SECTION**