



## Panasonic Connect's Top of the Class Extended Warranty and Loaner X-Press Program

Exceptional performance, high reliability and superior image quality have always been a trademark of Panasonic Connect projectors. Panasonic Connect knows how important it is to keep a classroom up and running, without any interruptions. That's why, to help our education customers offer an engaging and inspiring educational experience, we offer a comprehensive, industry leading **Extended Warranty and Loaner X-Press Program**. This program is discounted to our Top of the Class customers if the extended warranty sku is ordered on same purchase order as the projector order.

### Panasonic Connect's Extended Warranty Program

This program continues our standard manufacturer's warranty for an extra two (2) years, for a total of five (5) years. This extension continues coverage in the same manner as the original limited warranty described in the projector warranty card, covering failures due to defects in materials or workmanship which occurs during normal use, but with the 'hours' limitation exceptions below:

### 5 Yrs Extended Warranty

MODELS OR PARTS	PART WARRANTY	LABOR WARRANTY
<b>DLP SSI Projectors</b> FRZ/FRQ, RZ/RQ, MZ Series	5 Years	5 Years
<b>EXCEPTIONS</b>		
<b>Illumination Parts</b> PT-MZ, PT-VMZ Series	5 Years or 16,000 Hours (Whichever comes first)	
<b>Illumination Parts</b> PT-FRZ/FRQ, PT-RZ/RQ series	5 Years or 20,000 Hours (Whichever comes first)	
<b>All Panasonic Accessories</b> e.g. mounting kit, removable lens, input signal module, cables, remote control, filter, batteries	Accessories and optional lenses are not covered on the extended warranty. They retain their standard 30 days warranty	

### PANASONIC CONNECT PROJECTOR TECHNICAL SUPPORT CENTER CONTACT INFORMATION

**TEL: 1.855.772.8324 (1.855.PSC.TECH), option 3**

**EMAIL: [projectorsupport@us.panasonic.com](mailto:projectorsupport@us.panasonic.com)**

**CHAT: [Projector Support Chat](#)**

### Panasonic Connect's Loaner X-Press Program

The **Loaner X-Press Program** will provide a loaner projector to be used while the customer's unit is being repaired. The **Loaner X-Press Program** gives customers the assurance that any down time due to a warranty period failure will be minimized. All you need to do is contact our Technical Support Center to request a loaner unit and confirm warranty coverage. Our technical service representative will walk you through the simple, easy steps to request a loaner projector while your projector is being repaired.

### Loaner X-Press Program Features

- Next Business Day Delivery
- 5 Days a Week (Monday – Friday)
- Free Shipping and Delivery on each instance for the loaner and for the projector being repaired
- Dedicated technical support available 8:00 AM to 8:00 PM ET (requests must be received by 2:30 PM to meet shipping deadlines for next day delivery)
- Same or comparable projector model will be provided
- All projector loaner shipment expenses will be paid for by Panasonic Connect

When calling the Technical Support Center, please have available the projector's Model and Serial#, along with a copy of your invoice and extended warranty certificate. Our technical service representatives will validate the projector's eligibility and provide you with all the instructions necessary to complete the Loaner X-Press process.

### Solid State SKUs for Extended Warranty with Loaner X-Press

SERVICE PROGRAM	DESCRIPTION	MSRP
PT-SVCEXTWAR5VLF* PT-SVCEXTWAR5VLE* PT-SVCEXTWAR5VLD* PT-SVCEXTWAR5VLC* PT-SVCEXTWAR5VLB* PT-SVCEXTWAR5VLA*	Advanced Loaner X-Press with extended warranty applies to select DLP™ and select LCD projectors – Panasonic Owned Inventory with 2 Years Extended Warranty (Loaner for standard and extended warranty period).	Pricing by MSRP on price sheet per SKU

\*Each projector purchased must be associated with the extended warranty service program SKU above reflected on the end user's invoice to be eligible for the program. End user will receive Extended Warranty Certificate for model/SN covered. End user details must be provided to Panasonic at the initial time of purchase. The cost will be discounted via the Top of The Class education program through your Authorized Panasonic reseller via Special pricing letter (SPL) or please contact your Panasonic Representative.