

Service Administration Bulletin

Professional Imaging and Display Solutions Dept.
Technical Support and Product Services Dept.
Panasonic Canada Inc.

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Industrial Plasma On-Site Warranty
October 3, 2006

TO: Plasma Dealers and Distributors

FROM: Keith Barrow - Manager, Technical Support & Product Services Dept.

SUBJECT: Industrial Plasma On-Site Warranty.

We are pleased to announce the launch of our 48 hour on-site warranty service for Industrial plasma displays (originating from Panasonic Canada Inc.). This program also provides priority customer support for inquiries relating to the operation or setup of the plasma.

Conditions for service:

- Restricted to the 9 series and later plasmas.
- Registration is not necessary; however, proof of purchase (minimum serial number) is required when service is requested.
- Only available during the standard warranty period.
- Subject to the limitations as detailed in the standard Warranty Statement.
- The onus is on the customer to have the plasma placed in a serviceable location.
- 48 hour response is only available within a 50 km radius of a service centre.

Note; currently, 85% of the population will have coverage.

To access service:

Request for service must come from someone located near to the plasma. This is required as they will be asked to access the diagnostic menus and perform certain basic troubleshooting tasks.

Service and support contact numbers:

Home theatre applications (English and French): **1-866-330-0014** (9am EST to 5pm Pacific)

Commercial applications: [905-238-2420](tel:905-238-2420) or [905-238-2342](tel:905-238-2342) (8am to 5pm EST) (1-800 number TBA)
(Depending on the commercial application, on-site service may not be possible.)

Keith Barrow

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