

PANASONIC Warranty Comparison Table

Warranty Deliverable	Standard Warranty	Extended Warranty	ProPlus Warranty	Ultimate Care Warranty (UC)	Global Warranty Uplift w/UC
Warranty Term Options	3 Years	4th / 5th	1-5 Years	1-5 Years	3-5 Years
24 x 7 x 365 US Domestic Help Desk	●	●	●	●	●
2 Day Average Repair TAT (Turn-Around-Time)	●	●	●	●	Variable*
Overnight shipping included to and from repair center	●	●	●	●	●
Parts and labor included	●	●	●	●	●
Global warranty coverage	●	●	●	●	●
Priority Exchange service for user replaceable parts. (HDD, Battery, AC Adapter)	●	●	●	●	Variable**
1 Year Battery Warranty	●	●	●	●	●
WWAN Module covered for term	●	●	●	●	●
HDD / SSD Drive covered for term	●	●	●	●	●
AC Power adapter covered for term	●	●	●	●	●
Original Panasonic Memory covered for term	●	●	●	●	●
Normal or Backlit Keyboard covered for term	●	●	●	●	●
Other integrated options (DVD, GPS, Pass through cabling, Camera, WiFi / Bluetooth radio, card reader, Smartcard reader, Fingerprint reader, Barcode scanners) covered for term.	●	●	●	●	●
Accidental damage coverage - one major failure per year. (keyboard, motherboard, LCD, HD/SSD)	●	●	●	●	●
Cosmetic damage coverage	●	●	●	●	●
Unlimited parts and labor for accidental damage	●	●	●	●	●
Up to 1% of deployment covered for theft, loss, fire, Acts of God and intentional damage	●	●	●	●	●
SLA with financial restitution available for Annual Hardware Failure Rate, TAT, DOA and Help Desk Hold Time,	●	●	●	●	●
No out of warranty billing	●	●	●	●	●
No international VAT or customs fees for warranty transportation.	●	●	●	●	●

* Global region determines repair turnaround time. ** Priority exchange dependent on regional policy.