

RESELLER ONLY



SCANNER SERVICES AND WARRANTY **QUICK REFERENCE GUIDE**

Reseller companies including their employees, representatives, and agents are not permitted to disclose or share the Panasonic Authorized Reseller Program including program details, benefits or information, gained through the Panasonic relationship with another manufacturer or end-user.

Panasonic
AUTHORIZED
RESELLER PROGRAM

SERVICES DEFINITIONS

Panasonic Software Professional Installation & Training Services: Panasonic offers optional WebEx™ based installation and training for any of its software applications. Within 3 business days of contract registration, Panasonic will call to schedule a time and date for installation and, in some cases, to schedule a separate WebEx™ training session. There must be an active internet connection on site and the ability to install an online e-meeting application for the remote session.

Advanced Unit Replacement (AUR): Panasonic's AUR service provides next business day replacement of a faulty unit. In the event a unit requires repair; Panasonic will ship a replacement unit overnight. Replacement units will be of equal or better value to the returned unit. When AUR service is utilized a refurbished or new unit will be provided. Panasonic's AUR service includes all shipping costs and repair/refurbishing of the faulty unit.

Depot Repair Service: Panasonic's Depot Repair service provides you with off site repair of your scanner at our repair facility. Panasonic will provide everything needed for round-trip shipping of the faulty scanner to our repair depot. Depot repair service includes shipping, parts and labor. All repairs will be performed within 5 business days.

On-site Service: Panasonic will dispatch a trained technician to troubleshoot and repair the scanner. Panasonic's on-site services include all parts, labor, and travel. Consumables such as roller kits are not included in our basic on-site service offering. See Pro-Tech Care below for consumables coverage.

Pro-Tech Care Service Program: Panasonic's Pro-Tech offering provides scheduled routine maintenance, advanced break-fix service, consumables, and roller kits. Pro-Tech Care is an on-site service which comes with a variety of response times. Customers can select Next Business Day, Same Business Day or 24/7 coverage. Response times must be pre-selected. Once the contract has been registered with Panasonic, all included consumables will ship directly from Panasonic.

Standard Terms & Conditions:

- Extended warranty upgrades or extensions are not transferable.
- Customers can purchase extended coverage on any scanner within the first 5 years of the original date of purchase.
- Panasonic will allow extended coverage on any unit which is outside of manufacturer warranty provided it is in good working condition. Panasonic reserves the right to refuse coverage of any repair within the first 30 days if the unit was suspected to be non-working prior to contract purchase.
- Extended coverage or warranty upgrades can be purchased at any time.
- Extended or upgraded coverage does not include accidental damage, product misuse, non-OEM consumables or usage beyond the equipment's rated duty cycle.
- Next Business Day service (Pro-Tech Care) cannot be guaranteed after 4PM Eastern Standard Time.
- Extended coverage or upgrades are not refundable. Exceptions may be allowed on a case by case basis.
- Panasonic will only use genuine parts and roller kits where applicable.
- For depot & exchange warranties, the customer is responsible for any damage determined to be the result of improper packing and handling of the unit.
- Units exchanged under warranty or extended coverage will retain the same warranty period as originally purchased.
- Additional terms and conditions may apply. Complete contract terms and conditions can be provided upon request and will be provided at the time of purchase.
- Customer is responsible for scheduling all periodic cleanings / services which are included with their extended warranty coverage including Pro-Tech Care services.
- Panasonic reserves the right to modify this program at any time without prior notice.

PANASONIC KV-S1000 SERIES DOCUMENT SCANNER EXTENDED SERVICE OPTIONS

Applicable Models: KV-S1015C / KV-S1026C / KV-S1027C / KV-S1057C / KV-S1025C / KV-S1046C / KV-S1065C

SKU	SERVICE DESCRIPTION	SERVICE TYPE	RESPONSE TYPE	INCLUDES	DURATION
KV1SS10XX-AE1	1 Year Advanced Exchange Warranty Extension	AUR	NBD	Parts, Labor, Shipping	12 Months
KV1SS10XX-AE5	2 Year Advanced Exchange Warranty Extension (5 YR Total Coverage)	AUR	NBD	Parts, Labor, Shipping	24 Months
KV1SS10XX-AEC	3 Months Co-Terminus Advanced Exchange Warranty	AUR	NBD	Parts, Labor, Shipping	90 Days
KV1SS10XX-DR1	1 Year Depot Repair Coverage	Depot	5BD	Parts, Labor, Shipping	12 Months
KV1SS10XX-NBD1	1 Year Onsite Next Business Day Warranty Renewal	Onsite	NBD	Parts, Labor, Travel	12 Months
KV1SS10XX-NBD3	3 Year Onsite Next Business Day Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	36 Months
KV1SS10XX-NBD4	4 Year Onsite Next Business Day Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	48 Months
KV1SS10XX-NBD5	5 Year Onsite Next Business Day Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	60 Months
KV1SS10XX-NBDC	3 Months Co-Terminus Next Business Day Warranty	Onsite	NBD	Parts, Labor, Travel	90 Days

NBD: Next Business Day Service (8 business Hours), 5BD: 5 Business Day Service, 3BD: 3 Business Days.
Panasonic offers extended coverage of any new or existing scanner for up to 5 years from original date of purchase.
Panasonic will extend coverage on any unit out of warranty as long as it's in good working condition.
Extended coverage is non-transferable.

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PANASONIC KV-S2000 SERIES DOCUMENT SCANNER EXTENDED SERVICE OPTIONS

Applicable Models: KV-S2087 / KV-S2028C / KV-S2048C

SKU	SERVICE DESCRIPTION	SERVICE TYPE	RESPONSE TYPE	INCLUDES	DURATION	CLEANINGS PER YEAR	TOTAL CLEANINGS	ROLLER KITS INCLUDED
KV1SS20XX-AE1	1 Year Advanced Exchange Warranty Extension / Renewal	AUR	NBD	Parts, Labor, Shipping	12 Months			
KV1SS20XX-AE5	2 Year Advanced Exchange Warranty Extension (5 Year Total Coverage)	AUR	NBD	Parts, Labor, Shipping	24 Months			
KV1SS20XX-AEC	3 Months Co-Terminus Advanced Exchange Warranty	AUR	NBD	Parts, Labor, Shipping	90 Days			
KV1SS20XX-DR1	1 Year Depot Repair Coverage	Depot	5BD	Parts, Labor, Shipping	12 Months			
KV1SS20XX-NBD1	1 Year Onsite Next Business Day Warranty Renewal	Onsite	NBD	Parts, Labor, Travel	12 Months	1	1	
KV1SS20XX-NBD3	3 Year Onsite Next Business Day Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	36 Months	1	3	
KV1SS20XX-NBD4	4 Year Onsite Next Business Day Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	48 Months	1	4	
KV1SS20XX-NBD5	5 Year Onsite Next Business Day Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	60 Months	1	5	
KV1SS20XX-NBDC	3 Months Co-Terminus Next Business Day Warranty	Onsite	NBD	Parts, Labor, Travel	90 Days			
KV1SS20XX-PTC1	1 Year Pro-Tech Care Warranty Extension or Renewal	Onsite	NBD	Parts, Labor, Travel	12 Months	1	1	1
KV1SS20XX-PTC3	3 Year Pro-Tech Care Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	36 Months	1	3	3
KV1SS20XX-PTC4	4 Year Pro-Tech Care Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	48 Months	1	4	4
KV1SS20XX-PTC5	5 Year Pro-Tech Care Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	60 Months	1	5	5
KV1SS20XX-PTMS	2000 Series Pro-Tech Care Single Instance Maintenance Service	Onsite	3BD	Parts, Labor, Travel	Single		1	1

NBD: Next Business Day Service (8 business Hours), 5BD: 5 Business Day Service, 3BD: 3 Business Days.

Panasonic offers extended coverage of any new or existing scanner for up to 5 years from original date of purchase.

Panasonic will extend coverage on any unit out of warranty as long as it's in good working condition.

Roller kits included in the Pro-Tech Care warranty upgrades will shipped directly to the end user at the beginning of the contract term.

Extended coverage is non-transferable.

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PANASONIC KV-S3100 SERIES DOCUMENT SCANNER EXTENDED SERVICE OPTIONS

Applicable Models: KV-S3105C

SKU	SERVICE DESCRIPTION	SERVICE TYPE	RESPONSE TYPE	INCLUDES	DURATION	CLEANINGS PER YEAR	TOTAL CLEANINGS
KV1SS31XX-NBD1	1 Year Next Business Day Onsite Warranty	Onsite	NBD	Parts, Labor, Travel	12 Months	2	2
KV1SS31XX-NBD2	2 Year Next Business Day Onsite Warranty	Onsite	NBD	Parts, Labor, Travel	24 Months	2	4
KV1SS31XX-NBD3	3 Year Next Business Day Onsite Warranty	Onsite	NBD	Parts, Labor, Travel	36 Months	2	6
KV1SS31XX-NBD4	4 Year Next Business Day Onsite Warranty	Onsite	NBD	Parts, Labor, Travel	48 Months	2	8
KV1SS31XX-NBD5	5 Year Next Business Day Onsite Warranty	Onsite	NBD	Parts, Labor, Travel	60 Months	2	10
KV1SS31XX-NBDC	3 Month Co-Terminus Next Business Day Warranty	Onsite	NBD	Parts, Labor, Travel	90 Days		
KV1SS31XX-SBD1	1 Year Same Business Day Onsite Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	12 Months	2	2
KV1SS31XX-SBD2	2 Year Same Business Day Onsite Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	24 Months	2	4
KV1SS31XX-SBD3	3 Year Same Business Day Onsite Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	36 Months	2	6
KV1SS31XX-SBD4	4 Year Same Business Day Onsite Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	48 Months	2	8
KV1SS31XX-SBD5	5 Year Same Business Day Onsite Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	60 Months	2	10
KV1SS31XX-SBDC	3 Month Co-Terminus Same Business Day Warranty	Onsite	SBD	Parts, Labor, Travel	90 Days		
KV1SS31XX-2471	1 Year 24/7 Onsite Warranty Upgrade	Onsite	24/7	Parts, Labor, Travel	12 Months	2	2
KV1SS31XX-2472	2 Year 24/7 Onsite Warranty Upgrade	Onsite	24/7	Parts, Labor, Travel	24 Months	2	4
KV1SS31XX-2473	3 Year 24/7 Onsite Warranty Upgrade	Onsite	24/7	Parts, Labor, Travel	36 Months	2	6
KV1SS31XX-2474	4 Year 24/7 Onsite Warranty Upgrade	Onsite	24/7	Parts, Labor, Travel	48 Months	2	8
KV1SS31XX-2475	5 Year 24/7 Onsite Warranty Upgrade	Onsite	24/7	Parts, Labor, Travel	60 Months	2	10
KV1SS31XX-247C	3 Month Co-Terminus 24/7 Warranty	Onsite	24/7	Parts, Labor, Travel	90 Days		

NBD: Next Business Day Service (8 business hours), SBD: Same Business Day Service (4 business hours), 3BD: 3 Business Days, 24/7: 24 hours/7 Days a week (4 Hour Response).

Panasonic offers extended coverage of any new or existing scanner for up to 5 years from original date of purchase.

Panasonic will extend coverage on any unit out of warranty as long as it's in good working condition.

Extended coverage is non-transferable.

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PANASONIC KV-S4000 SERIES DOCUMENT SCANNER EXTENDED SERVICE OPTIONS

Applicable Models: KV-S4065CW / KV-S4065CL / KV-S4085CW / KV-S3065CW / KV-S3065CL

SKU	SERVICE DESCRIPTION	SERVICE TYPE	RESPONSE TYPE	INCLUDES	DURATION	CLEANINGS PER YEAR	TOTAL CLEANINGS	ROLLER KITS INCLUDED
KV1SS40XX-AE1	1 Year Advanced Exchange Warranty Extension	AUR	NBD	Parts, Labor, Shipping	12 Months			
KV1SS40XX-NBD1	1 Year Onsite Next Business Day Warranty Extension	Onsite	NBD	Parts, Labor, Travel	12 Months	2	2	
KV1SS40XX-NBD2	2 Year Onsite Next Business Day Warranty Extension	Onsite	NBD	Parts, Labor, Travel	24 Months	2	4	
KV1SS40XX-NBD3	3 Year Onsite Next Business Day Warranty Extension	Onsite	NBD	Parts, Labor, Travel	36 Months	2	6	
KV1SS40XX-NBD4	4 Year Onsite Next Business Day Warranty Extension	Onsite	NBD	Parts, Labor, Travel	48 Months	2	8	
KV1SS40XX-NBD5	5 Year Onsite Next Business Day Warranty Extension	Onsite	NBD	Parts, Labor, Travel	60 Months	2	10	
KV1SS40XX-NBDC	3 Months Co-Terminus Next Business Day Warranty	Onsite	NBD	Parts, Labor, Travel	90 Days			
KV1SS40XX-SBD1	1 Year Onsite Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	12 Months	2	2	
KV1SS40XX-SBD2	2 Year Onsite Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	24 Months	2	4	
KV1SS40XX-SBD3	3 Year Onsite Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	36 Months	2	6	
KV1SS40XX-SBD4	4 Year Onsite Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	48 Months	2	8	
KV1SS40XX-SBD5	5 Year Onsite Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	60 Months	2	10	
KV1SS40XX-SBDC	3 Months Co-Terminus Same Business Day Warranty	Onsite	SBD	Parts, Labor, Travel	90 Days			
KV1SS40XX-PTCNBD1	1 Year Pro-Tech Care Next Business Day Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	12 Months	3	3	3
KV1SS40XX-PTCNBD2	2 Year Pro-Tech Care Next Business Day Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	24 Months	3	6	6
KV1SS40XX-PTCNBD3	3 Year Pro-Tech Care Next Business Day Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	36 Months	3	9	9
KV1SS40XX-PTCNBD4	4 Year Pro-Tech Care Next Business Day Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	48 Months	3	12	12
KV1SS40XX-PTCNBD5	5 Year Pro-Tech Care Next Business Day Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	60 Months	3	15	15
KV1SS40XX-PTCSBD1	1 Year Pro-Tech Care Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	12 Months	3	3	3
KV1SS40XX-PTCSBD2	2 Year Pro-Tech Care Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	24 Months	3	6	6
KV1SS40XX-PTCSBD3	3 Year Pro-Tech Care Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	36 Months	3	9	9
KV1SS40XX-PTCSBD4	4 Year Pro-Tech Care Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	48 Months	3	12	12
KV1SS40XX-PTCSBD5	5 Year Pro-Tech Care Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	60 Months	3	15	15
KV1SS40XX-PTMS	4000 Series Pro-Tech Care Single Instance Maintenance Service	Onsite	3BD	Parts, Labor, Travel	Single	1	1	1

NBD: Next Business Day Service (8 business hours), SBD: Same Business Day Service (4 business hours), 3BD: 3 Business Days.

Panasonic offers extended coverage of any new or existing scanner for up to 5 years from original date of purchase.

Panasonic will extend coverage on any unit out of warranty as long as it's in good working condition.

Roller kits included in the Pro-Tech Care warranty upgrades will shipped directly to the end user at the beginning of the contract term from Panasonic.

Extended coverage is non-transferable.

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PANASONIC KV-S5000 SERIES DOCUMENT SCANNER EXTENDED SERVICE OPTIONS

Applicable Models: KV-S5046H / KV-S5076H / KV-S5055C

SKU	SERVICE DESCRIPTION	SERVICE TYPE	RESPONSE TYPE	INCLUDES	DURATION	CLEANINGS PER YEAR	TOTAL CLEANINGS	ROLLER KITS INCLUDED
KV1SS50XX-AE1	1 Year Advanced Exchange Warranty Extension	AUR	NBD	Parts, Labor, Shipping	12 Months			
KV1SS50XX-AE5	2 Year Advanced Exchange Warranty Extension (5 Year Total Coverage)	AUR	NBD	Parts, Labor, Shipping	24 Months			
KV1SS50XX-AEC	3 Months Co-Terminus Advanced Exchange Warranty	AUR	NBD	Parts, Labor, Shipping	90 Days			
KV1SS50XX-NBD1	1 Year Onsite Next Business Day Post Warranty Extension / Renewal	Onsite	NBD	Parts, Labor, Travel	12 Months	2	2	
KV1SS50XX-NBD3	3 Year Onsite Next Business Day In-Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	36 Months	2	6	
KV1SS50XX-NBD4	4 Year Onsite Next Business Day In-Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	48 Months	2	8	
KV1SS50XX-NBD5	5 Year Onsite Next Business Day In-Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	60 Months	2	10	
KV1SS50XX-NBDC	3 Months Co-Terminus Next Business Day Warranty	Onsite	NBD	Parts, Labor, Travel	90 Days			
KV1SS50XX-SBD1	1 Year Onsite Same Business Day Warranty Extension	Onsite	SBD	Parts, Labor, Travel	12 Months	2	2	
KV1SS50XX-SBD3	3 Year Onsite Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	36 Months	2	6	
KV1SS50XX-SBD4	4 Year Onsite Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	48 Months	2	8	
KV1SS50XX-SBD5	5 Year Onsite Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	60 Months	2	10	
KV1SS50XX-SBDC	3 Months Co-Terminus Same Business Day Warranty Extension	Onsite	SBD	Parts, Labor, Travel	90 Days			
KV1SS50XX-PTCNBD1	1 Year Pro-Tech Care Next Business Day Warranty Extension / Renewal	Onsite	NBD	Parts, Labor, Travel	12 Months	3	3	3
KV1SS50XX-PTCNBD3	3 Year Pro-Tech Care Next Business Day Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	36 Months	3	9	9
KV1SS50XX-PTCNBD4	4 Year Pro-Tech Care Next Business Day Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	48 Months	3	12	12
KV1SS50XX-PTCNBD5	5 Year Pro-Tech Care Next Business Day Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	60 Months	3	15	15
KV1SS50XX-PTCSBD1	1 Year Pro-Tech Care Same Business Day Warranty Extension / Renewal	Onsite	SBD	Parts, Labor, Travel	12 Months	3	3	3
KV1SS50XX-PTCSBD3	3 Year Pro-Tech Care Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	36 Months	3	9	9
KV1SS50XX-PTCSBD4	4 Year Pro-Tech Care Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	48 Months	3	12	12
KV1SS50XX-PTCSBD5	5 Year Pro-Tech Care Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	60 Months	3	15	15
KV1SS50XX-PTMS	5000 Series Pro-Tech Care Single Instance Maintenance Service	Onsite	3BD	Parts, Labor, Travel	Single	1	1	1

NBD: Next Business Day Service (8 business hours), SBD: Same Business Day Service (4 business hours), 3BD: 3 Business Days.

Panasonic offers extended coverage of any new or existing scanner for up to 5 years from original date of purchase.

Panasonic will extend coverage on any unit out of warranty as long as it's in good working condition.

Roller kits included in the Pro-Tech Care warranty upgrades will shipped directly to the end user at the beginning of the contract term from Panasonic.

Extended coverage is non-transferable.

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PANASONIC KV-S7000 SERIES DOCUMENT SCANNER EXTENDED SERVICE OPTIONS

Applicable Models: KV-S7097 / KV-S7075C / KV-S7065C

SKU	SERVICE DESCRIPTION	SERVICE TYPE	RESPONSE TYPE	INCLUDES	DURATION	CLEANINGS PER YEAR	TOTAL CLEANINGS	ROLLER KITS INCLUDED
KV1SS70XX-AE1	1 Year Advanced Exchange Warranty Extension	AUR	NBD	Parts, Labor, Shipping	12 Months			
KV1SS70XX-NBD1	1 Year Onsite Next Business Day Warranty Extension	Onsite	NBD	Parts, Labor, Travel	12 Months	1	1	
KV1SS70XX-NBD2	2 Year Onsite Next Business Day Warranty Extension	Onsite	NBD	Parts, Labor, Travel	24 Months	1	2	
KV1SS70XX-NBD3	3 Year Onsite Next Business Day Warranty Extension	Onsite	NBD	Parts, Labor, Travel	36 Months	1	3	
KV1SS70XX-NBD4	4 Year Onsite Next Business Day Warranty Extension	Onsite	NBD	Parts, Labor, Travel	48 Months	1	4	
KV1SS70XX-NBD5	5 Year Onsite Next Business Day Warranty Extension	Onsite	NBD	Parts, Labor, Travel	60 Months	1	5	
KV1SS70XX-NBDC	3 Months Co-Terminus Next Business Day Warranty	Onsite	NBD	Parts, Labor, Travel	90 Days			
KV1SS70XX-SBD1	1 Year Onsite Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	12 Months	1	1	
KV1SS70XX-SBD2	2 Year Onsite Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	24 Months	1	2	
KV1SS70XX-SBD3	3 Year Onsite Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	36 Months	1	3	
KV1SS70XX-SBD4	4 Year Onsite Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	48 Months	1	4	
KV1SS70XX-SBD5	5 Year Onsite Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	60 Months	1	5	
KV1SS70XX-SBDC	3 Months Co-Terminus Same Business Day Warranty	Onsite	SBD	Parts, Labor, Travel	90 Days			
KV1SS70XX-PTCNBD1	1 Year Pro-Tech Care Next Business Day Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	12 Months	2	2	2
KV1SS70XX-PTCNDB2	2 Year Pro-Tech Care Next Business Day Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	24 Months	2	4	4
KV1SS70XX-PTCNDB3	3 Year Pro-Tech Care Next Business Day Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	36 Months	2	6	6
KV1SS70XX-PTCNDB4	4 Year Pro-Tech Care Next Business Day Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	48 Months	2	8	8
KV1SS70XX-PTCNDB5	5 Year Pro-Tech Care Next Business Day Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	60 Months	2	10	10
KV1SS70XX-PTCSBD1	1 Year Pro-Tech Care Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	12 Months	2	2	2
KV1SS70XX-PTCSBD2	2 Year Pro-Tech Care Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	24 Months	2	4	4
KV1SS70XX-PTCSBD3	3 Year Pro-Tech Care Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	36 Months	2	6	6
KV1SS70XX-PTCSBD4	4 Year Pro-Tech Care Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	48 Months	2	8	8
KV1SS70XX-PTCSBD5	5 Year Pro-Tech Care Same Business Day Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	60 Months	2	10	10
KV1SS70XX-PTMS	KV-S7000 Series Pro-Tech Care Single Instance Maintenance Service	Onsite	3BD	Parts, Labor, Travel	Single	1	1	1

NBD: Next Business Day Service (8 business hours), SBD: Same Business Day Service (4 business hours), 3BD: 3 Business Days.

Panasonic offers extended coverage of any new or existing scanner for up to 5 years from original date of purchase.

Panasonic will extend coverage on any unit out of warranty as long as it's in good working condition.

Roller kits included in the Pro-Tech Care warranty upgrades will shipped directly to the end user at the beginning of the contract term from Panasonic.

Extended coverage is non-transferable.

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PANASONIC KV-S8000 SERIES DOCUMENT SCANNER EXTENDED SERVICE OPTIONS



Applicable Models: KV-S8127 / KV-S8147

SKU	SERVICE DESCRIPTION	SERVICE TYPE	RESPONSE TYPE	INCLUDES	DURATION	CLEANINGS PER YEAR	TOTAL CLEANINGS	ROLLER KITS INCLUDED
KV1SS80XX-NBD1	1 Year Next Business Day Onsite Warranty	Onsite	NBD	Parts, Labor, Travel	12 Months	2	2	
KV1SS80XX-NBD2	2 Year Next Business Day Onsite Warranty	Onsite	NBD	Parts, Labor, Travel	24 Months	2	4	
KV1SS80XX-NBD3	3 Year Next Business Day Onsite Warranty	Onsite	NBD	Parts, Labor, Travel	36 Months	2	6	
KV1SS80XX-NBD4	4 Year Next Business Day Onsite Warranty	Onsite	NBD	Parts, Labor, Travel	48 Months	2	8	
KV1SS80XX-NBD5	5 Year Next Business Day Onsite Warranty	Onsite	NBD	Parts, Labor, Travel	60 Months	2	10	
KV1SS80XX-NBDC	3 Month Co-Terminus Next Business Day Warranty	Onsite	NBD	Parts, Labor, Travel	90 Days			
KV1SS80XX-SBD1	1 Year Same Business Day Onsite Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	12 Months	2	2	
KV1SS80XX-SBD2	2 Year Same Business Day Onsite Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	24 Months	2	4	
KV1SS80XX-SBD3	3 Year Same Business Day Onsite Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	36 Months	2	6	
KV1SS80XX-SBD4	4 Year Same Business Day Onsite Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	48 Months	2	8	
KV1SS80XX-SBD5	5 Year Same Business Day Onsite Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	60 Months	2	10	
KV1SS80XX-SBDC	3 Month Co-Terminus Same Business Day Warranty	Onsite	SBD	Parts, Labor, Travel	90 Days			
KV1SS80XX-2471	1 Year 24/7 Onsite Warranty Upgrade	Onsite	24/7	Parts, Labor, Travel	12 Months	2	2	
KV1SS80XX-2472	2 Year 24/7 Onsite Warranty Upgrade	Onsite	24/7	Parts, Labor, Travel	24 Months	2	4	
KV1SS80XX-2473	3 Year 24/7 Onsite Warranty Upgrade	Onsite	24/7	Parts, Labor, Travel	36 Months	2	6	
KV1SS80XX-2474	4 Year 24/7 Onsite Warranty Upgrade	Onsite	24/7	Parts, Labor, Travel	48 Months	2	8	
KV1SS80XX-2475	5 Year 24/7 Onsite Warranty Upgrade	Onsite	24/7	Parts, Labor, Travel	60 Months	2	10	
KV1SS80XX-247C	3 Month Co-Terminus 24/7 Warranty	Onsite	24/7	Parts, Labor, Travel	90 Days			
KV1SS80XX-PTCNBD	1 Year Pro-Tech Care Next Business Day Onsite Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	12 Months	3	3	3
KV1SS80XX-PTCNBD2	2 Year Pro-Tech Care Next Business Day Onsite Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	24 Months	3	6	6
KV1SS80XX-PTCNBD3	3 Year Pro-Tech Care Next Business Day Onsite Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	36 Months	3	9	9
KV1SS80XX-PTCNBD4	4 Year Pro-Tech Care Next Business Day Onsite Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	48 Months	3	12	12
KV1SS80XX-PTCNBD5	5 Year Pro-Tech Care Next Business Day Onsite Warranty Upgrade	Onsite	NBD	Parts, Labor, Travel	60 Months	3	15	15
KV1SS80XX-PTCSBD	1 Year Pro-Tech Care Same Business Day Onsite Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	12 Months	3	3	3
KV1SS80XX-PTCSBD2	2 Year Pro-Tech Care Same Business Day Onsite Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	24 Months	3	6	6
KV1SS80XX-PTCSBD3	3 Year Pro-Tech Care Same Business Day Onsite Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	36 Months	3	9	9
KV1SS80XX-PTCSBD4	4 Year Pro-Tech Care Same Business Day Onsite Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	48 Months	3	12	12
KV1SS80XX-PTCSBD5	5 Year Pro-Tech Care Same Business Day Onsite Warranty Upgrade	Onsite	SBD	Parts, Labor, Travel	60 Months	3	15	15
KV1SS80XX-PTC247	1 Year Pro-Tech Care 24/7 Onsite Warranty Upgrade	Onsite	24/7	Parts, Labor, Travel	12 Months	3	3	3
KV1SS80XX-PTC2472	2 Year Pro-Tech Care 24/7 Onsite Warranty Upgrade	Onsite	24/7	Parts, Labor, Travel	24 Months	3	6	6
KV1SS80XX-PTC2473	3 Year Pro-Tech Care 24/7 Onsite Warranty Upgrade	Onsite	24/7	Parts, Labor, Travel	36 Months	3	9	9
KV1SS80XX-PTC2474	4 Year Pro-Tech Care 24/7 Onsite Warranty Upgrade	Onsite	24/7	Parts, Labor, Travel	48 Months	3	12	12
KV1SS80XX-PTC2475	5 Year Pro-Tech Care 24/7 Onsite Warranty Upgrade	Onsite	24/7	Parts, Labor, Travel	60 Months	3	15	15
KV1SS80XX-PTMS	8100 Series Pro-Tech Care Periodic Maintenance Service	Onsite	3BD	Parts, Labor, Travel	Single	1	1	1

NBD: Next Business Day Service (8 business hours), SBD: Same Business Day Service (4 business hours), 3BD: 3 Business Days, 24/7: 24 hours/7 Days a week (4 Hour Response).

Panasonic offers extended coverage of any new or existing scanner for up to 5 years from original date of purchase.

Panasonic will extend coverage on any unit out of warranty as long as it's in good working condition.

Roller kits included in the Pro-Tech Care warranty upgrades will shipped directly to the end user at the beginning of the contract term from Panasonic.

Extended coverage is non-transferable.

Reseller companies including their employees, representatives, and agents are not permitted to disclose or share the Panasonic Authorized Reseller Program including program details, benefits or information, gained through the Panasonic relationship with another manufacturer or end-user.



PANASONIC NETWORK ADAPTORS & ACCESSORIES SERVICE OPTIONS



KV-SS1100 Network Adaptor

SKU	SERVICE DESCRIPTION	SERVICE TYPE	RESPONSE TYPE	INCLUDES	DURATION
KV1SS11XX-AE1	1 Year Advanced Exchange Warranty Extension / Renewal	AUR	NBD	Part, Labor, Shipping	12 Months
KV1SS11XX-AE5	2 Year Advanced Exchange Warranty Extension (3YR to 5YR)	AUR	NBD	Part, Labor, Shipping	24 Months

KV-SSM100 Network Scanner Solution

SKU	SERVICE DESCRIPTION	SERVICE TYPE	RESPONSE TYPE	INCLUDES	DURATION
KV1SSM1XX-Y4	4th Year Advanced Exchange Warranty Extension / Renewal	AUR	NBD	Part, Labor, Shipping	12 Months
KV1SSM1XX-Y5	5th Year Advanced Exchange Warranty Extension / Renewal	AUR	NBD	Part, Labor, Shipping	12 Months
KV1SSM1XX-Y4Y5	4th & 5th Year Advanced Exchange Warranty Extension (3YR to 5YR)	AUR	NBD	Part, Labor, Shipping	24 Months

KV-SS080/KV-SS081 Flatbed Accessory

SKU	SERVICE DESCRIPTION	SERVICE TYPE	RESPONSE TYPE	INCLUDES	DURATION
KV1SS08X-AE1	1 Year Advanced Exchange Warranty Upgrade / Renewal	AUR	NBD	Part, Labor, Shipping	12 Months
KV1SS08X-AE2	2 Year Advanced Exchange Warranty Upgrade	AUR	NBD	Part, Labor, Shipping	24 Months
KV1SS08X-AE3	3 Year Advanced Exchange Warranty Upgrade	AUR	NBD	Part, Labor, Shipping	36 Months
KV1SS08X-AE4	4 Year Advanced Exchange Warranty Upgrade	AUR	NBD	Part, Labor, Shipping	48 Months
KV1SS08X-AE5	5 Year Advanced Exchange Warranty Upgrade	AUR	NBD	Part, Labor, Shipping	60 Months

NBD: Next Business Day Service (8 business Hours). Panasonic offers extended coverage of any new or existing scanner for up to 5 years from original date of purchase. Panasonic will extend coverage on any unit out of warranty as long as it's in good working condition. Extended coverage is non-transferable.

PANASONIC SOFTWARE PROFESSIONAL INSTALLATION & TRAINING SERVICES

SKU	SERVICE DESCRIPTION	SERVICE TYPE	RESPONSE TYPE	DURATION
KV1SS-S9SINST	Professional Remote Software Installation Service & WebEx Training for Square9 Capture Software. Package includes 2 remote sessions. 1 hour of remote software installation and 2 hours of WebEx based workflow configuration and user training.	Remote / Webex	3BD	3 Hours
KV1SS-POCRINST	Professional Remote Software Installation Service & WebEx Training for PremierOCR/PremierCOMPRESSION Software. Package includes 2 remote sessions. 1 hour of remote software installation and 1 hour of WebEx based configuration and user training.	Remote / Webex	3BD	2 Hours
KV1SS-CONFIG-RM	Professional Remote Advanced Software Configuration Service for Square9 Capture Solutions or PremierOCR/PremierCOMPRESSION software. Includes up to 4 hours of WebEx based configuration.	Remote / Webex	3BD	4 Hours
KV1SS-OS-SW-INST	Professional Onsite Software Installation & Configuration Service for Square9 Capture Solutions or PremierOCR/PremierCOMPRESSION software. Includes up to 8 hours of onsite software installation, configuration and training. Does not include Travel, KV1SS-TRVL must be purchased.	On-Site	3BD	8 Hours
KV1SS-TRVL	Panasonic Onsite Travel Per Diem Services. Covers all per diem based expenses for any onsite service performed. Must be purchased per day of onsite service coverage purchased	Travel	3BD	
KV1SS-SFTTRN	1 hour of WebEx based software training and/or configuration. This service can be used for Square9's GlobalCapture Convey*, PremierOCR/PremierCOMPRESSION*, Panasonic Image Capture Plus (Standard or Express) and Site Central Management Software.	Remote / Webex	3BD	1 Hour

Panasonic will call to schedule remote installation and training within 3 business days of purchases from distribution. Prior to any remote installation service, customer must ensure all hardware pre-requisites are met and installation package with all applicable license keys are available. Remote training sessions can include up to 35 attendees and must have a working PC with internet connection. Remote installation and training can be at separate dates and times, schedule will be coordinated between installation technician and customer.

*KV1SS-SFTTRN can only be used for adding additional WebEx training time for Square9 GlobalCapture Convey, PremierOCR/PremierCOMPRESSION, Image Capture Plus or Site Central Manager. Cannot be used without the purchase of a full software installation/training session.

Reseller companies including their employees, representatives, and agents are not permitted to disclose or share the Panasonic Authorized Reseller Program including program details, benefits or information, gained through the Panasonic relationship with another manufacturer or end-user.



Panasonic

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