

TO:	All Authorized Panasonic Presentation Systems Dealers		
FROM:	James Holzel / Phone: 201 392 4976 / E-mail: HolzelJ@us.panasonic.com		
SUBJECT:	“Ziplt” LCD Projector Repair/Exchange Program update		
DATE:	December 30, 2004	BULLETIN NO:	04-452

Panasonic Repair Program Update.

This marketing bulletin serves as a Ziplt repair program update and outlines the program details as well as the models supported.

Ziplt Express Repair Program

- Next Business Day Delivery
- Toll Free Hotline – 888.411.1996
- Free Shipping and Delivery
- Loaner Unit (based on availability)
- Full coverage during warranty period
- 5 Days a Week (Monday – Friday)
- 8 AM – 4 PM Central Time (requests must be in by 1:30 PM to meet shipping deadlines)

Ziplt Service

Ziplt Service is only available for projectors purchased from authorized Dealers or resellers.

Reliability has always been a trademark of Panasonic projectors. This reliability has been backed up by an industry leading warranty for our LCD and DLP projector models. Now your customers can have the added assurance that in the rare event of a warranty period failure, the **Ziplt** program will provide a loaner unit to be used while the customer unit is being repaired. The **Ziplt** program gives customers the assurance that any down time due to a warranty period failure will be minimized. All the customer needs to do is call a toll free hot line number **888.411.1996** to request a loaner unit and confirm warranty coverage to participate in the **Ziplt** program. The customer will be walked through the simple steps to "**zip**" a loaner unit to the customer to be used while the initial unit is being repaired. All loaner unit shipments will be made via priority next day air at Panasonic's expense.

Regional Service Offices

If you have any questions regarding this bulletin, please call our toll free number 888.411.1996 or contact our regional service offices. Our representative will assist you.

Eastern Region	(ME, VT, NH, MA, CT, RI, NJ, DE, MD, VA, WV, PA, NY ND, SD, MO, MN, IA, WI, IL, MI, IN, KY, OH, NC, SC, FL, GA, TN, MS, KS, NE)	201.348-7975
Western Region	(NM, CO, WY, MT, ID, UT, AZ, NV, OR, WA, CA, AK, HI, TX OK, LA, AR)	323.436.3505

Eligible Models

Eligible models include the following current and discontinued products:

Current Models

PT-LB10SVU, PT-LB10SU, PT-LB10VU, PT-LB10U, PT-LB10NTU, PT-L735U, PT-L735NTU, PTL785U, PT-L780U, PT-L780NTU, PT-L6510U, PT-L6510UL, PT-L6600U, PT-L6600UL, PT-D5500U, PT-D5500UL

Discontinued Models

PT-LC55U, PT-LC75U, PT-LC56U, PT-LC76U, PT-LC80U, PT-L520U, PT-L720U, PT-L730NTU, PT-L750U, PT-L511XU, PT-L711XU, PT-L711XNTU, PT-L6500U, PT-L6500UL, PT-D7, PT-L5, PT-L501U, PT-L501XU, PT-L511U, PT-L557U, PT-L556U, PT-L595U, PT-L597U, PT-L597UL, PT-L701U, PT-L701SDU, PT-L701XSDU, PT-L711U, PT-L757U, PTL758U, PT-L759U, PT-L759VU, PT-L759XU, PT-L797U, PT-L797PWU, PT-L797PWUL, PT-L797VU, PT-L797PXU, PT-L797PXUL, PT-L797VXU, PT-LC50U, PT-LC70U.

Future designated U.S.A. Panasonic models will be added to the program. The **Ziplt** program applies to all eligible models purchased and located within the Continental U.S.A., Hawaii, and Alaska.

Terms & Conditions

- Model shipped dependant on availability. If an exact unit is not available, Panasonic will offer a similar unit during the repair period.
- Only models purchased through **first inventory** are eligible for the **Ziplt** program. Dealer demo units or rental units are NOT eligible for the **Ziplt** program.
- Panasonic will confirm that the failed unit is covered under the terms of the warranty (**proof of purchase required**). Reasons for failure excludes burned out lamp or physically damaged unit.
- The customer is required to give Panasonic a credit card number. This guarantees payment in the event that the customer DOES NOT return the loaner unit within five days after the customer receives back his original unit from Panasonic or if the customer's original unit requires repair not covered under the warranty. No loaner unit will be shipped without credit card information.
- If the loaner unit is the same model as the original unit, the customer has the option of keeping the loaner unit in exchange for the original unit.
- If the customer does not elect to keep the loaner unit in exchange for his original unit and if Panasonic does not receive back the loaner unit from the customer within five business days after the customer receives back from Panasonic his original unit, the customer will be charged on his credit card, starting on the 6th business day, rental of \$350 per day until the loaner unit is received back by Panasonic.
- **Panasonic will charge customers for any physical damage or missing parts to the loaner units at our discretion. Physical damage includes missing lens caps and removal/tearing of QC stickers.**
- The customer will be provided a shipping case and one air bill to return the original unit to Panasonic. The return shipping information will be enclosed with the loaner unit. If the air bill is lost or misplaced, the customer will be responsible for shipping charges.
- If the customer chooses to keep the loaner unit, it will have a 90-day warranty on the lamp and any warranty remaining on the original unit will be transferred to the loaner unit.
- After the warranty has expired, the customer will be given locations where the unit can be sent for repair.
- Initial failure (IF) units are not eligible for the **Ziplt** program. Please contact your sales representative for IF.
- This program has limitations and exclusions, is subject to change without written notice, and may be discontinued without written notice to Dealers or Customers.
- The customer always has the choice of having unit repaired under warranty by a local Authorized Service Center.

Thank you for your continued support of Panasonic projectors. Please feel free to contact your sales representative or this office with any questions.

Sincerely,

James Holzel
Product Line Business Manager

Panasonic ideas for life

For information on Panasonic broadcast and professional solutions, please visit us at <http://www.panasonic.com/broadcast>