

# Panasonic

BUSINESS



## KAIROS

Incredible Productivity



### SUPPORT PLAN

Panasonic is pleased to offer a service and repair agreement to ensure ongoing quality support for KAIROS, the IT/IP video processing platform.

Panasonic is regarded worldwide as a manufacturer of durable, highly reliable products. However, we recognise that even the very best products can occasionally fail.

While our Standard Service exceeds most of our customers' expectations, we know that sometimes you are looking for something extra; with this in mind, we have developed the KAIROS SUPPORT PLAN to offer an enhanced level of support to ensure your total peace of mind.

## GET THE SUPPORT YOU NEED WHEN YOU NEED IT.

Our KAIROS SUPPORT PLAN provides priority access to our team of specialists together with additional enhanced benefits. Key features of the support plan include:



Priority (1-hour target) call back from Technical Specialists including Software updates and remote resolution



Access to Software and Firmware downloads



Parts, labour and logistics warranty for product failure



Annual Remote Server health check



Server loan unit (In case of a longer repair time)



5-day Target Turnaround time for workshop repairs (from collection until return)



Welcome Pack together with onboarding support



Multilingual Helpdesk covering: EN, ES, FR, DE, PL, IT, SE and NL. Other languages supported in English (09:00 – 18:00 CET)

The KAIROS SUPPORT PLAN must be purchased along with the Kairos Core System and provides cover for 1 year. The Plan can be renewed annually (up to a maximum cover of 5 years). After year 5, optional support plans will be available.

## TERMS & CONDITIONS

For full Terms & Conditions for our Service Agreements and Standard Warranty Conditions please [click here](#).