

Panasonic
INDUSTRY



**Service
Excellence**
SYSTEMS & SOLUTIONS

industry.panasonic.eu
panasonic-electric-works.com

Services that make a difference

With a high-end engineering expertise in the sectors of Mobility, Living Space and Business, Panasonic Industry is an innovative and trusted partner for customers all over Europe. Committed to pursuing new values through innovation across divisional lines, we use our technologies to create a better life, a better world for our customers.

Panasonic Industry Europe's portfolio covers products for modern factory automation for the Industry 4.0, key electronic components, devices, modules and software, up to complete solutions for manufacturing lines across a broad range of industries. This holistic expertise along the entire value chain combined with a culture that focuses on our customer's needs enables us to provide customized solutions beyond the products alone.

To ensure that our customers get the best out of our products and solutions we provide a complete package of services. Our experienced sales engineers, product specialists, product management and technical engineers consult on any new project and provide our customers with recommendations for the ideal products and solutions for each individual task. That is the reason why products and solutions of Panasonic Industry are considered highly reliable.



**We care about
our customers
and provide
comprehensive
support at all
stages.**

Our Service Promises



SERVICE PROMISE

Product & project consulting

PRODUCT OBJECTIVE

Competent advice during project planning and assistance in product selection

PRODUCT DESCRIPTION

Sales engineers are consulting projects during the design in phase with optional support from inhouse sales, product specialists, product management and technical engineers

CUSTOMER BENEFIT

- Competent service to address individual challenge
- Our customer receives a solution and not just a product
- We ensure the optimal product for the given tasks
- We provide alternative products, in case it would be a better solution with additional features, for example





SERVICE PROMISE

Feasibility studies

PRODUCT OBJECTIVE

Technical verification and feasibility analysis of customer requests

PRODUCT DESCRIPTION

- Sampling according to customer requirements in our central European laboratory
- Product selection and recommendation
- Definition of parameter settings and application solutions
- Detailed feasibility report with product recommendation

CUSTOMER BENEFIT

- Qualified proof of feasibility by Panasonic Industry application experts
- We provide processed samples if possible
- State of the art equipment and testing tools in our laboratories
- Detailed feasibility documentation incl. product selection and recommendation
- Feasibility studies reduce risk of choosing the wrong components or products
- Backup data storage
- Feasibility report can also include videos, samples, pictures, ...

SERVICE PROMISE

Local laboratory tests

PRODUCT OBJECTIVE

Multiple laboratories for analysis

PRODUCT DESCRIPTION

- Temperature and humidity test
- Optical inspections (Surface structures and measurements)
- Electrical test
- DMC Code Verification
- Product selections
- UV Spectroscopy
- Laser transmission measurements

CUSTOMER BENEFIT

- Possibility to visit and join the laboratory test
- Enhanced services from a single source





SERVICE PROMISE

Customizing

PRODUCT OBJECTIVE

Customization of Panasonic Industry products according to customer specific requirements

PRODUCT DESCRIPTION

- Customized cabling and interfacing
- Re-packaging for immediate customer use
- Customer specific mounting of connectors on Panasonic Industry sensors
- Application specific setting of sensors
- Sensors bundled with PLC/HMI as a solution

CUSTOMER BENEFIT

- Fast installation due to plug & play products
- Tailor-made products according to your individual requirements
- Reduction of assembling costs

SERVICE PROMISE

Installation support

PRODUCT OBJECTIVE

We support our customer with the installation on Panasonic Industry products

PRODUCT DESCRIPTION

- Analyzing the installation
- Putting the Panasonic Industry related parts to service
- Fixing bugs and solving problem on time

CUSTOMER BENEFIT

- Direct contact to the Panasonic Industry experts
- Saving time to finish the installation
- Ensuring the optimal functionality after the installation
- Our customer can be sure that the machine will be ready on time





SERVICE PROMISE

Panasonic Academy

PRODUCT OBJECTIVE

Know-how transfer for a wide range of products and solutions directly from the manufacturer to ensure the optimal benefit for the customer

PRODUCT DESCRIPTION

- Quick start guides/ video tutorials for all products on the Panasonic Industry website
- Remote trainings: time and cost saving remote training via PC
- Modular, inhouse product trainings:
 - One day basic product training by experienced Panasonic trainers (inhouse/quarterly)
 - One day advanced product training by experienced Panasonic trainers (inhouse/quarterly)
 - One day customer specific training by experienced Panasonic trainers (inhouse or on customer site)

CUSTOMER BENEFIT

- **Quick start guides/video tutorials:** Easy step by step instructions for optimal product installation
- **Remote trainings:** time and cost saving remote training (mainly recommended for experienced operators)
- **Product trainings:** Professional and compact training program according to your needs
- Individual training content is possible
- Panasonic Industry provides the training equipment





SERVICE PROMISE

Technical support Hotline support

PRODUCT OBJECTIVE

Hotline service (Level1) for European customers

PRODUCT DESCRIPTION

- Support service for all Systems & Solutions products
- Reachable during regular business hours

CUSTOMER BENEFIT

- Highly trained technicians on the line
- Support in local language
- Fast problem solving
- Clear and understandable information
- Hotline is free of charge
- Regular and professional feedback about status of problem solving
- Close customer communication in case of more complex problems

SERVICE PROMISE

Technical support Remote Support

PRODUCT OBJECTIVE

Fast remote diagnosis and problem solving via phone or TeamViewer

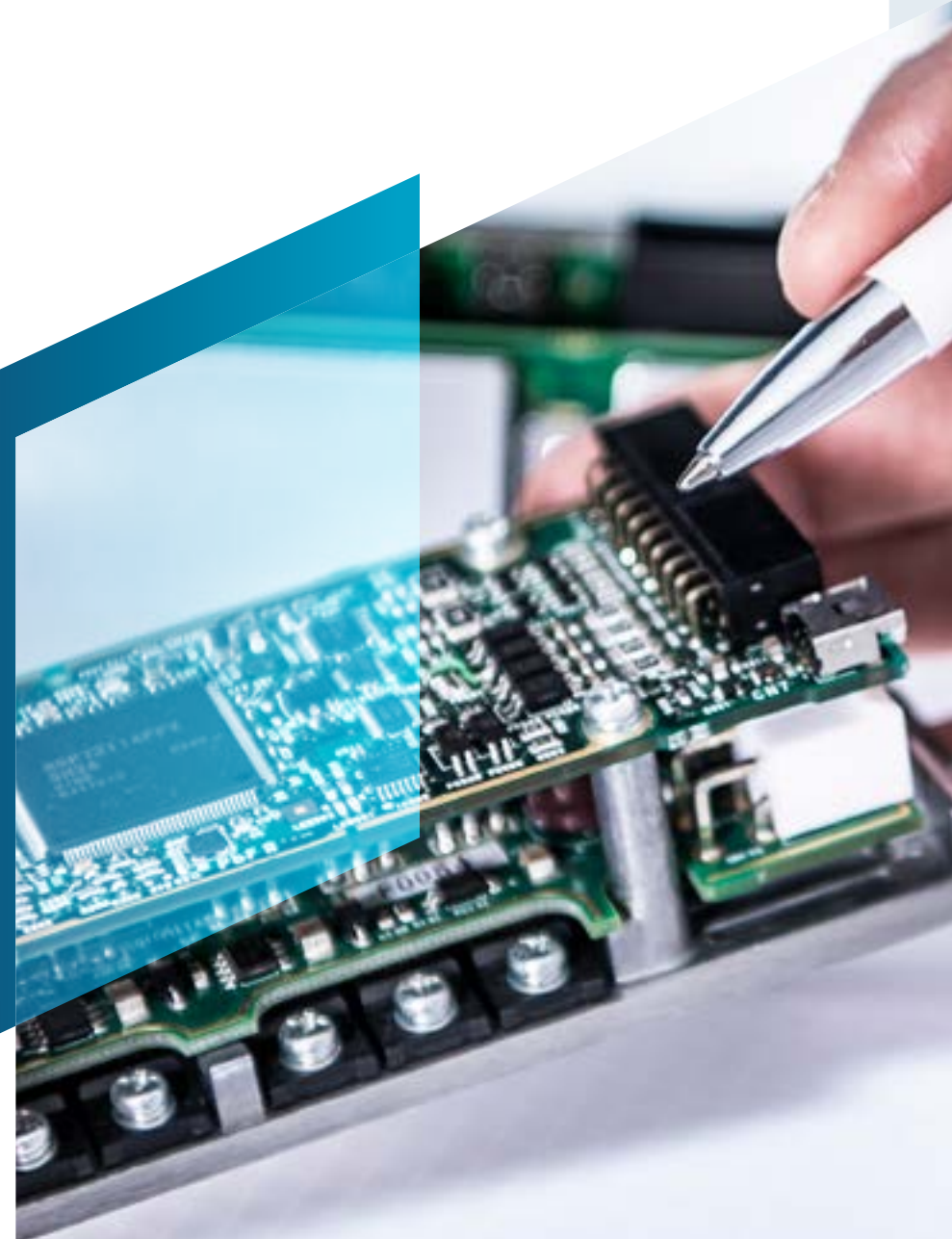
PRODUCT DESCRIPTION

- Competent Europe-wide support by service experts via TeamViewer
- Direct access to customer's computer/installation on site for live problem demonstration
- On site diagnosing and problem solving in collaboration with customer's contact person

CUSTOMER BENEFIT

- Direct support by experienced Panasonic Industry service experts
- Worldwide support and high machine availability through remote diagnosis
- Significant cost savings by avoiding travel costs and long downtimes
- No costs and efforts for the return of products to Panasonic Industry





SERVICE PROMISE

Technical support Hardware & software support

PRODUCT OBJECTIVE

Qualified support by experienced hardware and software experts

PRODUCT DESCRIPTION

- Competent support by experienced hardware and software developers
- Professional engineering equipment incl. test laboratories
- Bug fixing via customer specific hot fixes
- Evaluation of customer specific requests

CUSTOMER BENEFIT

- Reliable hardware/ software solutions for your application
- Direct support by experienced Panasonic Industry developers
- Direct added value from our professional test laboratories and equipment
- Fast and direct update for minimal downtime
- Level 3 support directly from the developers

SERVICE PROMISE

Inhouse repairs

PRODUCT OBJECTIVE

Ensuring a fast and high-quality error analysis and repair

PRODUCT DESCRIPTION

- **Error diagnosis:** Function test, error analysis, diagnose report
- **Determination of repair costs:** detailed cost estimate
- **Repair:** Function check, error analysis, troubleshooting, function test
- **Repair report:** Detailed error report will be provided

CUSTOMER BENEFIT

- Professional repair by Panasonic Industry Service Center
- Comprehensive repair or new purchase recommendation
- Cost security and quick price determination through cost estimate
- Our direct contact to the development departments ensures thorough improvements in case of errors or repairs





SERVICE PROMISE

Warranty & claim handling

PRODUCT OBJECTIVE

Extended warranty. Ensuring a fast and high-quality error analysis and repair

PRODUCT DESCRIPTION

- Supply of original replacement and wear parts
- Extended warranty period of 3 years for all factory automation products (for Laser Markers: 2 years)

CUSTOMER BENEFIT

- Free pick up from the customer
- An interface for all material returns
- Time savings in the complaint processing
- Fast and easy digital warranty & claim handling
- Faster determination of errors in the event of a complaint
- Extended warranty beyond 24 months
- Direct contact to the technician at the service center
- First report within six working days

SERVICE PROMISE

Discontinuation consulting

PRODUCT OBJECTIVE

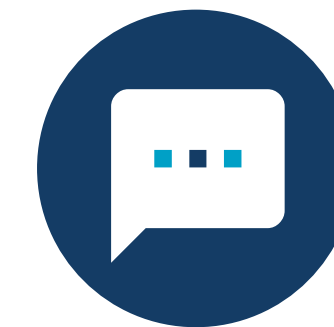
Qualified consulting for easy replacement of discontinued parts and to ensure continuous product availability

PRODUCT DESCRIPTION

- Professional consulting in order to find an adequate substitute for obsolete parts at the end of the product lifetime
- If required: update to the latest technology

CUSTOMER BENEFIT

- The right substitute for your product and solution
- Qualified consulting by experienced Panasonic Industry service experts
- Continue production due to longer product lifetime
- Significant reduction of expenses for a redesign
- Service can also take place directly at the customer





The customers challenges are our daily business: Panasonic Industry provides innovative products, reliable solutions, and comprehensive services to contribute to a better life, a better world.

Global Network



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Europe

Asia Pacific

China

Japan

Panasonic Electric Works

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