Panasonic
INDUSTRY

Services for Laser Systems

IN Your Innovation

industry.panasonic.eu

First class
SERVICES

At Panasonic we support our customers even after the purchase agreement.
When you purchased a Panasonic Laser Systems, you opted for a Premium product where you can benefit from an additional excellent customer service.

Panasonic Services

Panasonic – Quality and efficiency from a single source

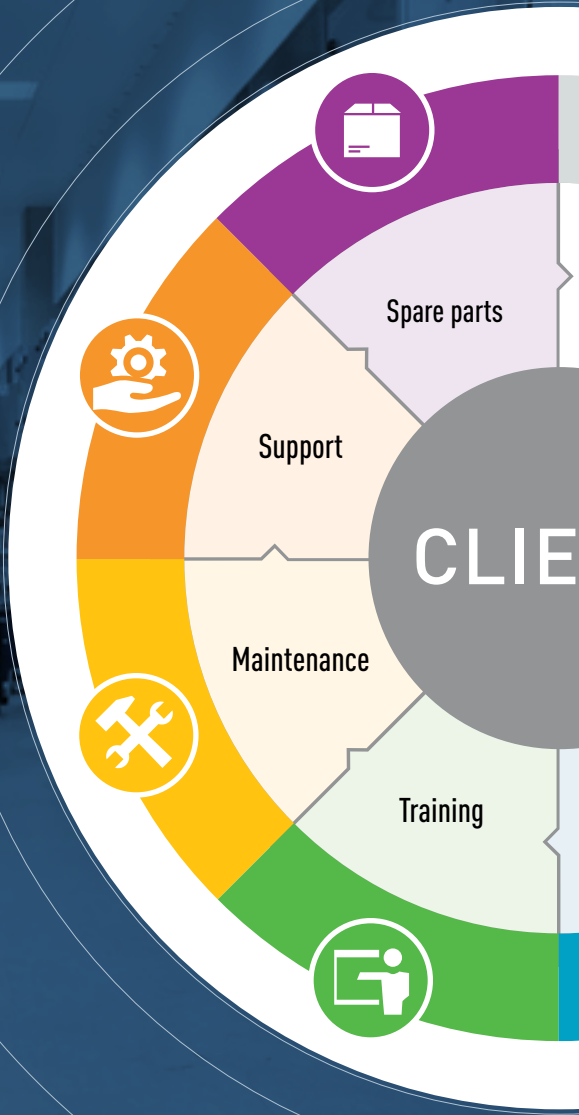
All our products go through intensive test runs before they reach series maturity so that we can offer you the highest quality for your machines.

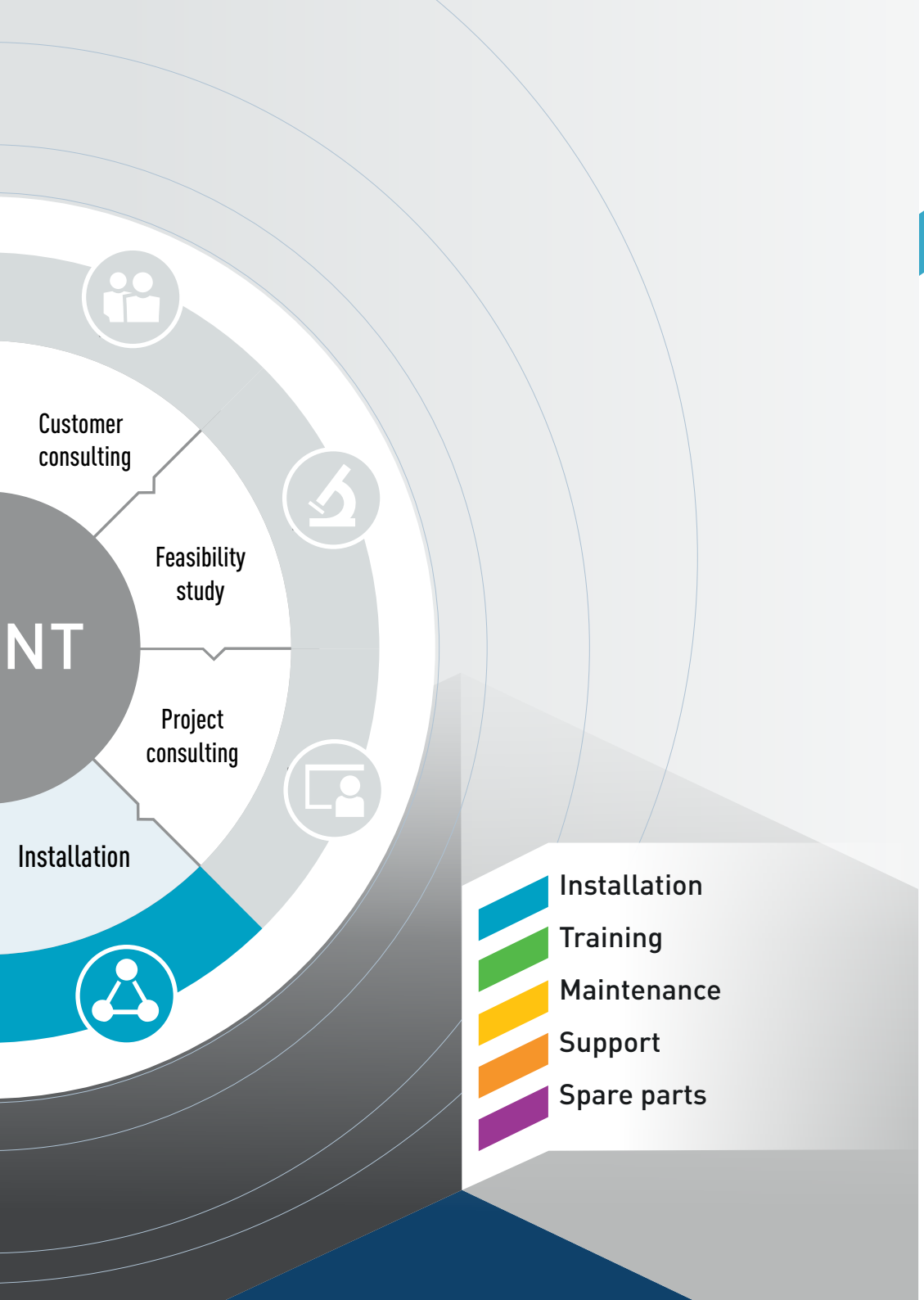
- Personal and competent consulting
- Competent, continuously trained specialists
- Professional repair and maintenance
- Two-year warranty on all laser systems

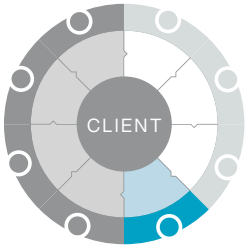
Your advantages with our comprehensive service performance

- Our service team significantly supports you with your tasks
- Less administrative burden, more time for the core business
- Calculation and planning security
- Optimum value retention and production reliability
- Prevention of comprehensive repairs by regular inspection
- Periodic trainings of employees
- Top product quality for a long-term use
- Worldwide spare part delivery

All Panasonic services at a glance







Installation

Setting up a laser system often involves an intervention in existing procedures. Regarding installation and configuration, we pay particular attention to the special needs of our clients. Our specially trained application engineers will support you during the installation of the systems and they will take care of a smooth and process-reliable commissioning.

Our service

- Support for control and programming
- Focus and parameter settings
- Application setup as per your needs and instructions
- Instruction in laser system handling

Outline of your advantages

- Support during commissioning of your laser system
- Active collaboration with a Panasonic application engineer
- Introduction into maintenance and service for a long service life and enjoyment of the product
- On-site installation at your production line

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SERVICE

Training

Our experts make sure that all features of the on-site laser marking and laser welding systems are fully understood and put to good use. Within the scope of internal and external trainings we professionally prepare the employees of our customers and fully familiarize them with the respective systems. By giving intensive assistance, we equip them with a profound expertise, which is an advantage for the operation, maintenance and software operation of the laser systems.

Our services

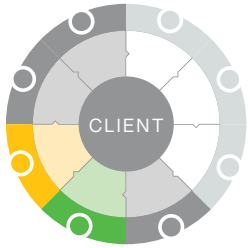
- Instruction in laser safety
- Hardware handling
  - Laser marking system
  - Laser welding system
  - Workstation
  - Extraction unit
  - Accessory
- Software training
- Introduction to independent maintenance (service, spare parts, backup)

Your advantages:

- Practical approach, adjustments to your requirements
- Flexible training on-site in your company or at our European headquarter (Ottobrunn)

- Active collaboration with a Panasonic application engineer
- Up-to-date information and continuous update of training documents
- You can order or book a training directly with us.
- Every participant receives a certificate

Maintenance



From a modern laser system, you can expect that it does its job nearly maintenance-free. All solutions from Panasonic are highly reliable. You do not need any additional consumable materials, and there are no significant subsequent costs. A service visit remains an exception. If nevertheless a component has to be replaced, our customers get comprehensive support from our qualified experts of the Panasonic Service Center.
In the case of a system failure you can order a cost estimate/error report. Based on the error report, we will find the most cost efficient way for the necessary repair.

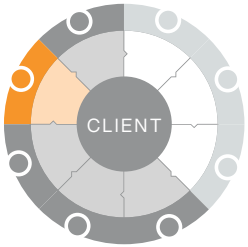
Our services

- Complaint processing
- Inhouse repair at Panasonic
- Repair at your location
- Preventive maintenance
- Inspection: Visual inspection and a functional test

Your advantages

- Guaranteed system availability
- Short reaction times
- Cost security by cost estimate
- Expert recommendation for repair or new acquisition
- Professional repair at Panasonic Service Center
- Competent technical advice on site

Premium
Maintenance



Support

We want to ensure that our customers can concentrate on their core business and that their production processes are as safe as possible. Choose one of the Panasonic service packages with different maintenance and spare part shipping options. If a repair is inevitable, the required spare parts will be available. Alternatively, you may decide for a replacement system. Use our service offers to be always on the safe side!

The Panasonic service agreements run for three years and include different services.

You can choose between three different service packages

Included service features	Maintenance Service	Replacement Service	Premium Service
Inspection: Visual inspection and a functional test	✓		✓
Preventive maintenance	✓		✓
Firmware update	✓		✓
Recommended actions for operators	✓		✓
Prioritized repair	✓		✓
Replacement system for the duration of the repair period		✓	✓
Prioritized troubleshooting services	✓	✓	✓
Guaranteed availability of all series specific spare parts during the entire contract period			✓
24/48h spare part and replacement system delivery		✓	✓
Series-specific spare part packages			✓
Emergency hotline: advanced technical support until 22:00 CET			✓
10% discount on spare parts for inhouse repairs			✓

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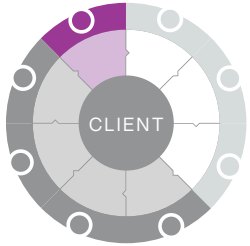


Spare parts

We supply original Panasonic spare parts within a very short time.
By ensuring a high system availability, we can offer a predictable productivity for our customers .

Our service

- Comprehensive warehousing of original parts
- Perfectly matched to our laser systems
- Technical support for spare part determination
- Fast worldwide shipping

Your advantages

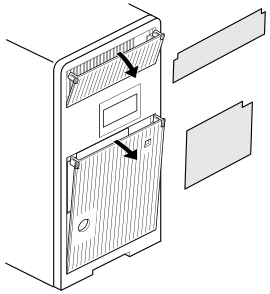
- All spare parts for laser systems from a single source
- All spare parts and replacement filters (dust and particle filter) for your extraction units

- Maximum lifetime by original quality
- Comprehensive spare part service including competent consulting
- Comfortable spare part order

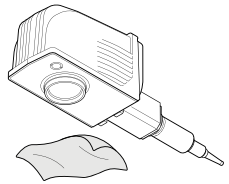
Regular cleaning

If a laser system is operated in an environment with oil mist and dust, we strongly recommend to clean the lens protection cover at the laser head regularly with a dry cloth and also to clean the fan filters inside the controller or replace them, if required.

Replacing air filters

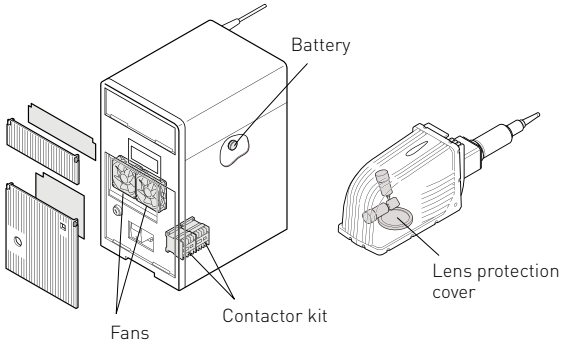


Cleaning of lens protection cover



Spare parts

We also recommend that after several years our service technicians replace wear parts like fans or the internal battery.
If you need any spare parts, please contact us.



Panasonic Service Net

The most efficient way to get information

For all information on our products, services, and other service-related topics, please see our website at **www.laser.panasonic.eu.**

Service. Worldwide.

Outstanding service is a matter of course for us.
It begins with a first-class consulting and extends to a worldwide spare part delivery. Panasonic's service is characterized by high quality. Our customers benefit from a service network spanning the globe and from the intensive support provided by highly experienced experts.

- Guaranteed availability of all series-specific spare parts during the entire contract period
- Individual spare parts bundles
- 48 hours spare part shipping
- 48 hours replacement system shipping
- Emergency hotline
- Firmware update
- Training of operators
- If required: short-term support from Panasonic service technician

We are always there for you
For us, quick and flexible support is a matter of course and normal practice. Our technical support offers competent help for all laser systems. In the event of a fault, you can expect to receive both advice and material assistance from an experienced service team.

Service number: **+49 (0) 89 45354-2251**
E-Mail: **LMP.AfterCare@eu.panasonic.com**

Panasonic
INDUSTRY

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Germany	+49 89 45 354 1000
Italy	+39 0456752711
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Spain and Portugal	+34 913293875
Switzerland	+41 417997050
United Kingdom and Ireland	+44 1908 231555

Customers from other countries may contact our European headquarters

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