



PANASONIC i-PRO SENSING SOLUTIONS INTELLIGENT SURVEILLANCE WARRANTY

Panasonic i-PRO strives to offer our costumers quality products with industry-leading warranties and support. Should you have any technical issues with our products, our technical support team is standing by to assist you.

CONTACT OUR
TECH SUPPORT TEAM



1-800-513-5417
Support.h@us.panasonic.com

Hours of operations:
Monday – Friday
7:00 a.m. – 7:00 p.m. Central



Panasonic i-PRO cameras and recorders
Include a 5-year warranty with advanced replacement options.



Advidia cameras
Include a 4-year standard warranty with advanced replacement options.



Video Insight NVRs
Include a 3-year standard warranty with on-site support options available.



Video Insight software products
Include 1-year to perpetual licensing options. Verify your status by providing your serial key to a support or sales associate.

All warranties must be claimed through your supplier.
A help desk ticket (HDT) must be created with our technical support team to file a warranty claim.

Return policies of suppliers are enforced. Some items may be returned within 30 days with restocking fees up to 25%. Software licenses and third-party items are nonrefundable.

Panasonic i-PRO offers robust training modules to stay up to date and certified on our products. Learn more at surveillance.i-pro.com



An Imaging Solution Provider