

NCSA Technology Procurement 2023-2024

Effective March 16, 2023 – March 15, 2024

Panasonic Corporation of North America**Toughbook Law Enforcement Solutions: Catalog Offering****6% Discount off MSRP for Main Line Items**

The list below represents popular models. Please inquire with ProLogic ITS if the model you seek is not listed. Computers can be configured to specific needs.

FZ-55	FZ-55FZ-3BKM	Win10 Pro (Win11 DG), Intel Core i5-1145G7 vPro (up to 4.4GHz), AMT, 14.0" FHD 1000 nit Gloved Multi Touch, 16GB, 512GB OPAL SSD, Intel Wi-Fi 6, Bluetooth, Infrared Webcam, DVD, NO USB-C, Standard Battery, TPM 2.0, Emissive Backlit Keyboard, Flat, CF-SVCLTNF5Y - 5 Year Protection Plus Warranty, CF-SVCLTHS5YR - 5 Year Hot Swap, CF-SVC512SSD5Y - 5 Year No Return of Defective Drive, CF-SVCPDEP5Y - 5 Year Premier Deployment
FZ-55	FZ-55FZ-2DKM	Win10 Pro (Win11 DG), Intel Core i5-1145G7 vPro (up to 4.4GHz), AMT, 14.0" FHD 1000 nit Gloved Multi Touch, 16GB, 512GB OPAL SSD, Intel Wi-Fi 6, Bluetooth, 4G LTE Band 14 (EM7511), Dual Pass (Ch1:WWAN-GPS/Ch2:WWAN), Infrared Webcam, DVD, Contactless Smartcard, VGA + Serial + USB-A, NO USB-C, Standard Battery, TPM 2.0, Emissive Backlit Keyboard, Flat, CF-SVCLTNF3YR - 3 Year Protection Plus Warranty, CF-SVCPDEP3Y - 3 Year Premier Deployment
FZ-55	FZ-55FZ-2LKM	Win10 Pro (Win11 DG), Intel Core i5-1145G7 vPro (up to 4.4GHz), AMT, 14.0" FHD 1000 nit Gloved Multi Touch, 16GB, 512GB OPAL SSD, Intel Wi-Fi 6, Bluetooth, GPS, Dual Pass (Ch1:Wi-Fi/Ch2:GPS), Infrared Webcam, DVD, NO USB-C, Standard Battery, TPM 2.0, Emissive Backlit Keyboard, Flat, CF-SVCLTNF3YR - 3 Year Protection Plus Warranty, CF-SVC512SSD3Y - 3 Year No Return of Defective Drive, CF-SVCPDEP3Y - 3 Year Premier Deployment
FZ-G2	FZ-G2CZ036KM	Win10 Pro (Win11 DG), Intel Core i5-10310U 1.7GHz vPro (4.4Ghz), AMT, 10.1" WUXGA Gloved Multi Touch+Digitizer, 16GB, 512GB OPAL SSD (quick-release), Intel Wi-Fi 6, Bluetooth, 4G LTE Band 14 (EM7511), Dual Pass (Ch1:WWAN/Ch2:WWAN-GPS), Infrared Webcam, 8MP Rear Camera, Standard Battery, TPM 2.0, Bundle, Keyboard
FZ-G2	FZ-G2DZ-0ZKM	Win10 Pro (Win11 DG), Intel Core i7-10810U 1.1GHz vPro (4.9Ghz), AMT, 10.1" WUXGA Gloved Multi Touch+Digitizer, 16GB, 512GB OPAL SSD (quick-release), Intel Wi-Fi 6, Bluetooth, 4G LTE Band 14 (EM7511), Dual Pass (Ch1:WWAN/Ch2:WWAN-

For quotes or more information, contact:Paula Sauls, Account Manager – Paula.Sauls@ProLogicITS.comTony Bailey, Government Manager – Tony.Bailey@ProLogicITS.com

NCSA Technology Procurement 2023-2024

Effective March 16, 2023 – March 15, 2024

		GPS), Infrared Webcam, 8MP Rear Camera, Standard Battery, TPM 2.0, Bundle, Keyboard, CF-SVCPDBRZ - Bronze Deployment (one time), CF-SVCCUPOINT - Panasonic Customer Portal
FZ-G2	FZ-G2AZ00GKM	Win10 Pro (Win11 DG), Intel Core i5-10310U 1.7GHz vPro (4.4Ghz), AMT, 10.1" WUXGA Gloved Multi Touch+Digitizer, 16GB, 512GB OPAL SSD (quick-release), Intel Wi-Fi 6, Bluetooth, GPS, Dual Pass (Ch1:none/Ch2:GPS), Infrared Webcam, 8MP Rear Camera, Standard Battery, TPM 2.0
FZ-40	FZ-40CZ00DKM	Win10 Pro (Win11 DG), Intel Core i7-1185G7 vPro (up to 4.8GHz), AMT, 14.0" FHD Gloved Multi Touch, 64GB(32+32), Intel Iris Xe, 2TB OPAL SSD, Intel Wi-Fi 6, Bluetooth, Mic and Infrared 5MP Webcam, Standard Battery, TPM 2.0, Emissive Backlit Keyboard, Flat
FZ-40	FZ-40AZ00EKM	Win10 Pro (Win11 DG), Intel Core i5-1145G7 vPro (up to 4.4GHz), AMT, 14.0" FHD Gloved Multi Touch, 16GB, 512GB OPAL SSD, Intel Wi-Fi 6, Bluetooth, Mic and Infrared 5MP Webcam, Standard Battery, TPM 2.0, ANSI C1D2 Haz Loc, Emissive Backlit Keyboard, Flat
FZ-40	FZ-40AZ00FKM	Win10 Pro (Win11 DG), Intel Core i5-1145G7 vPro (up to 4.4GHz), AMT, 14.0" FHD Gloved Multi Touch, 16GB, AMD Radeon Pro W6300M, 512GB OPAL SSD, Intel Wi-Fi 6, Bluetooth, 4G EM7690, GPS, Quad Pass (BIOS Selectable), Mic and Infrared 5MP Webcam, Standard Battery, TPM 2.0, ANSI C1D2 Haz Loc, Emissive Backlit Keyboard, Flat
CF-33	CF-33GZ-0WKM	Win10 Pro (Win11 DG), Intel Core i5-10310U 1.7GHz vPro (4.4GHz), AMT, 12.0" QHD Gloved Multi Touch+Digitizer, 32GB, 512GB OPAL SSD, Intel Wi-Fi 6, Bluetooth, 4G LTE Band 14 (EM7511), GPS, Dual Pass (Ch1:WWAN/Ch2:GPS), Infrared Webcam, 8MP Rear Camera, Fingerprint, Serial (true), Standard Batteries (2), TPM 2.0, Flat, Bundle, Premium Keyboard, FZ-SVCTPEXT2Y - 2 Year Extended Warranty
CF-33	CF-33RZ05WKM	Win10 Pro (Win11 DG), Intel Core i5-10310U 1.7GHz vPro (4.4Ghz), AMT, 12.0" QHD Gloved Multi Touch+Digitizer, 16GB, 512GB OPAL SSD, Intel Wi-Fi 6, Bluetooth, 4G LTE Band 14 (EM7511), GPS, Dual Pass (Ch1:WWAN/Ch2:GPS), Infrared Webcam, 8MP Rear Camera, Contactless SmartCard, Standard Batteries (2), TPM 2.0, Flat
CF-33	CF-33RZ05UKM	Win10 Pro (Win11 DG), Intel Core i5-10310U 1.7GHz vPro (4.4Ghz), AMT, 12.0" QHD Gloved Multi Touch+Digitizer, 16GB, 512GB OPAL SSD, Intel Wi-Fi 6, Bluetooth, 4G LTE Band 14 (EM7511), Dual Pass (Ch1:WWAN/Ch2:WWAN-GPS), Infrared Webcam, 8MP Rear Camera, Contactless SmartCard, Standard Batteries (2), TPM 2.0, Flat
FZ-A3	FZ-A3ABAAEBM	ANDROID 11, QUALCOMM SDM660-2 UP TO 2.2GHZ OCTA CORE, 10.1" WUGXA GLOVED MULTI TOUCH, 4GB RAM, 64GB FLASH, WI-FI, BLUETOOTH, NFC, GPS, WEBCAM, 8MP REAR CAM, STANDARD BATTERY, FLAT

For quotes or more information, contact:Paula Sauls, Account Manager – Paula.Sauls@ProLogicITS.comTony Bailey, Government Manager – Tony.Bailey@ProLogicITS.com

NCSA Technology Procurement 2023-2024

Effective March 16, 2023 – March 15, 2024

FZ-A3	FZ-A3ABAAFBM	ANDROID 11, QUALCOMM SDM660-2 UP TO 2.2GHZ OCTA CORE, 10.1" WUGXA GLOVED MULTI TOUCH, 4GB RAM, 64GB FLASH, WI-FI, BLUETOOTH, NFC, WIFI ONLY, GPS, WEBCAM, 8MP REAR CAM, ANSI C1D2 HAZ LOC, STANDARD BATTERY, FLAT
FZ-A3	FZ-A3AVAAEBM	ANDROID 11, QUALCOMM SDM660-2 UP TO 2.2GHZ OCTA CORE, 10.1" WUGXA GLOVED MULTI TOUCH, 4GB RAM, 64GB FLASH, WI-FI, BLUETOOTH, NFC, 4G LTE ATT/VERIZON (EM7511), GPS, WEBCAM, 8MP REAR CAM, STANDARD BATTERY, FLAT
FZ-A3	FZ-A3AVABEBM	ANDROID 11, QUALCOMM SDM660-2 UP TO 2.2GHZ OCTA CORE, 10.1" WUGXA GLOVED MULTI TOUCH, 4GB RAM, 64GB FLASH, WI-FI, BLUETOOTH, 2D BAR LASER (SE4750), NFC, 4G LTE ATT/VERIZON (EM7511), GPS, WEBCAM, 8MP REAR CAM, STANDARD BATTERY, BUMP OUT

Key Notes:

- Freight & Sales Tax are not included in pricing
- Services are available – please contact Paula Sauls or Tony Bailey for details
- MSRP prices are subject to change

For quotes or more information, contact:Paula Sauls, Account Manager – Paula.Sauls@ProLogicITS.comTony Bailey, Government Manager – Tony.Bailey@ProLogicITS.com



TOUGHBOOK 55—ACCESSORY AND SERVICE GUIDE

na.panasonic.com/TOUGHBOOK55 | 1-888-245-6344

TOUGHBOOK 55 Mk2

MOBILITY SOLUTIONS



PANASONIC EXPANSION AREAS & xPAKs

Left Expansion Area

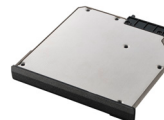
Barcode Reader xPAK
FZ-VBR551M



Insertable Smart Card xPAK
FZ-VSC552W



2nd SSD Drive xPAK
FZ-VSD55152W (512GB OPAL)
FZ-VSD551T2W (1TB OPAL)



DVD Drive xPAK
FZ-VDM551W



Blu-ray Drive xPAK
FZ-VBD551W



Right Expansion Area

Fingerprint (MSFT SC-PC) xPAK
FZ-VFP551W



Fingerprint (Active Dir) xPAK
FZ-VFP552M



Contactless Smart Card xPAK
FZ-VNF551W



Insertable Smart Card xPAK
FZ-VSC551W



2nd Battery
FZ-VZSU1HU



Rear Expansion Area

VGA + Serial (true) + USB-A xPAK
FZ-VCN551W



VGA + Serial (true) + LAN xPAK
FZ-VCN552W



VGA + Serial + Fischer USB
FZ-VCN553W



Panasonic Main Storage

512GB CAGED OPAL SSD	FZ-VSDR55N5W
1TB CAGED OPAL SSD	FZ-VSDR55NTW
2TB CAGED OPAL SSD	FZ-VSDR55NBW

(Not compatible with mk1)



Panasonic Memory (RAM)

16GB DDR4-3200MHz	FZ-BAZ2016
32GB DDR4-3200MHz	FZ-BAZ2032

(Not compatible with mk1)



POWER

Panasonic Standard Battery

FZ-VZSU1HU



Panasonic 4-bay Battery Charger

FZ-VCB551M



Panasonic AC Adapter 110W

CF-AA5713A2M



LIND Car Charger 120W

CF-LNDDC120



na.panasonic.com/TOUGHBOOK55 | 1-888-245-6344

TOUGHBOOK 55 Mk2
Please refer to third party accessory catalog or the website for full product details.

MOBILITY SOLUTIONS



DESKTOP DOCKS

Panasonic 55 Desktop Dock

FZ-VEB551U

USB-A (4), Serial, Ethernet, HDMI (2), VGA, Kensington lock, power button



Panasonic 54/55 Desktop Dock

CF-VEB541AU

USB-A (4), Serial, Ethernet, HDMI, VGA, Kensington lock, power button



VEHICLE DOCKS

Gamber-Johnson 54/55 Vehicle Dock

- 7160-0578-00 Cradle (no electronics)
- GJ-55LVDLT0 Lite Dock (no pass through)
- GJ-55LVDLT2 Lite Dock (dual pass through)
- 7160-0577-00-P Premium Dock (no pass through)
- 7160-0577-02-P Premium Dock (dual pass through)

Lite Dock: USB-A (2), Serial, Ethernet

Premium Dock: USB-A (2), Serial, Ethernet, HDMI, VGA

(Versions w/LIND power supplies are available as well as TrimLine docks — consult your Panasonic representative for details)



Havis Vehicle 54/55 Dock

- HA-55LVC Cradle (no electronics)
- HA-55LVDLT0 Lite Dock (no pass through)
- HA-55LVDLT2 Lite Dock (dual pass through)
- HA-55LVD0 Premium Dock (no pass through)
- HA-55LVD2 Premium Dock (dual pass through)

Lite Dock: USB-A (2), Serial, Ethernet

Premium Dock: USB-A (2), Serial, Ethernet, HDMI, VGA

(Versions w/LIND power supplies are available — consult your Panasonic representative for details)



KEYBOARD

Panasonic Emissive Backlit Keyboard (US)

FZ-VKB55107U



WIRELESS

Airgain Single LTE & Dedicated GPS Antenna Kit

Threaded Black Mount
AI-2CLSFB



Airgain Dual LTE & WWAN-GPS Antenna Kit

Threaded Black Mount
AI-3MDCBL19



Cradlepoint R1900 Router Bundle

(Includes Router, 3 Year NetCloud Mobile Essentials + Advanced Plan)

5G Sub6 & 4G, GPS, Wi-Fi 6, Bluetooth 5.1, Ethernet
CP-UNR1900EA3Y



PRINTERS

Brother RuggedJet 4230BL Printer Bundle

(Includes printer, USB cable & wiring harness)

203dpi, up to 5ips, USB or Bluetooth, IP54, 6' Drop
BR-RJ42BD2Y



Brother PocketJet 763 Printer Bundle

(Includes printer, USB cable & wiring harness)

300dpi, up to 8ppm, USB or Bluetooth
BR-PJ763D1Y14W



na.panasonic.com/TOUGHBOOK55 | 1-888-245-6344

TOUGHBOOK 55 Mk2

Please refer to third party accessory catalog or the website for full product details.

MOBILITY SOLUTIONS



STRAPS & CASES

ToughMate Carrying Case

TBCCOMUNV-P



ToughMate Backpack

TBCBPK-P



OTHER

Panasonic Stylus Pen

FZ-VNP551U

(Compatible on touchscreen models only)



Panasonic Tether

FZ-VNT005U



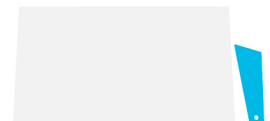
Panasonic Blue Cleaning Cloth

CF-VNC002U



Panasonic Screen Protector

CF-VPF29U



Panasonic Screw Set

FZ-VSW551U

Bag of 14 interchangeable screws (mix of black and silver). Can be used as replacements for keyboard screws, RAM, certain xPAK's which require screws, or as an optional locking screw for the other xPAK's and the main SSD.



PROFESSIONAL SERVICES

If you're a mobile worker in a demanding profession, workdays can be hectic, to say the least. It's often just you and your mobile computer on the front lines, wherever the job takes you. You need to know that you'll always have the tools you need to do your job.

Thousands of organizations choose Panasonic for their employees who work in unforgiving environments. We've been making rock-solid mobile computing products for over 25 years and are constantly pushing rugged computing forward. TOUGHBOOK family of computers boast industry-leading low product-failure rates. So it's no wonder we've become the longest-running rugged computer supplier for the U.S. government, law enforcement, utility, and public safety agencies. But even with the toughest tools, work life can be a bit unpredictable. Make sure your workers can always depend on their TOUGHBOOK devices by augmenting them with Panasonic ProServices — Development, Deployment, and Sustainment services that support and augment your IT and field staffs to speed deployments and improve performance of your Panasonic technology investments.

Our Standard Warranty protects your TOUGHBOOK computers from manufacturing defects for three years and includes overnight shipping costs to and from our Service Center, as well as priority parts exchange program and repair service at no cost. It provides lifetime access to our U.S.-based technical support hotline (which has average hold times less than 1 minute); online access to drivers, first-aid disks, BIOS updates, tools, utilities, and manuals; free overnight delivery of customer replaceable parts and repaired units (85% of repairs are completed within just 48 hours); and access to Panasonic field service personnel.

For those customers who's environmental conditions require a higher level of accidental damage coverage, Panasonic offers our Ultimate Care warranty program. This "No-Fault" warranty coverage means just that — You break it and we fix it.

Panasonic recognizes that one size does not fit all and each customer has a unique set of skills and needs. As such, Panasonic ProServices can offer each customer the right solution to best suit their particular situation. Here are some of the most popular items, but please contact your Panasonic representative or go to the ProServices website for more services and information.

DEPLOYMENT BUNDLES

48 Hr. Burn-in, Imaging, Asset Tagging, Shipping, Deployment Report, Disk Image Management (Image Management not included in Bronze).

- | | | | |
|---|-----------------|---|-----------------|
| • Bronze (One Time) | CF-SVCPDBRZ | • Extended Configuration (15 minutes) | CF-SVCPDADD |
| • Premier Deployment 3 Year | CF-SVCPDEP3Y | • Customer Portal Access | CF-SVCCUPORT |
| • Premier Deployment 4 Year | CF-SVCPDEP4Y | • OEM Volume License Conversion | CF-SVCLICCONV |
| • Premier Deployment 5 Year | CF-SVCPDEP5Y | <i>(Converting the MS Windows OEM license allows the application of a client GOLD image at the National Service Center)</i> | |
| • Premier Deployment APOS 4th Year | CF-S09SLCY4AP | • Windows Autopilot Registration | CF-SVCPDAPUPLD |
| • Premier Deployment APOS 4 & 5th Year | CF-S09SLCY5AP | • Windows Autopilot Reg & Maintenance | CF-SVCPDAPUPMNT |
| • 3 Month Device Storage | CF-SVCPDSSTOR | • Windows Autopilot Provisioning Services | CF-SVCFESAPDEV |
| • Kitting with Deployment (up to 4 items) | CF-SVCPDKITTING | | |

APOS: After Point of Sale

BRONZE Package: Includes installation of battery/tether/stylus/supplied asset tags, logo badges (purchased separately), and cases or holders which ship in the TOUGHBOOK OEM packaging. Customer image validation, loading of customer image, application of service updates and engineering changes, inclusion of customer documentation and custom box labels, and application of customer BIOS/CMOS settings and single location ground shipping with deployment reporting.

PREMIER Package: Includes all the above deliverables, as well as post image configuration services (5 minutes). Over packing for small shipments, expedited deployment, 48 hour burn in, multiple ship to locations, multiple shipping dates, disk image management for the term of the services with multiple image retention and customer portal access. The Panasonic Customer Portal allows for online access to create RMAs and check entitlement status and repair history.

na.panasonic.com/TOUGHBOOK55 | 1-888-245-6344

TOUGHBOOK 55 Mk2
Please refer to third party accessory catalog or the website for full product details.

MOBILITY SOLUTIONS



BIOS CUSTOMIZATION

BIOS settings can be customized to show client logo on bootup or configured to restrict access, enable or disable audio or wireless capabilities as well as restricting media components such as card readers, secure digital flash, fingerprint readers, Bluetooth etc. There is a minimum of 50 units for the BIOS configuration service.

- BIOS Custom Splash Screen and/or Configuration CF-SVCBIOS1

ULTIMATE CARE PROGRAM

This coverage provides truly comprehensive coverage for out of warranty repairs. That's right, no cap and no out of warranty billing for accidental damage for the term of coverage. Even items like intentional damage, fire, flood, hurricane, tornado, loss and theft (reported) are covered up to 2% of the deployment.

- | | | | |
|-----------------------------|-----------------|----------------------------------|------------------|
| • 3 Year | CF-SVCLTUCNF3YR | • APOS 4th Year | CF-SVCLTUCAPOSY4 |
| • 4 Year | CF-SVCLTUCNF4Y | • APOS 5th Year | CF-SVCLTUCAPOSY5 |
| • 5 Year | CF-SVCLTUCNF5Y | • APOS 4 & 5th Year | CF-SVCLTUCAPOS2Y |
| • 3 Year (Federal Specific) | CF-SVCLTUCDOD3Y | APOS: After Point of Sale | |
| • 4 Year (Federal Specific) | CF-SVCLTUCDOD4Y | | |
| • 5 Year (Federal Specific) | CF-SVCLTUCDOD5Y | | |

PROTECTION PLUS

Accidental Damage Coverage. Any unit for which the Panasonic "Protection Plus" warranty has been purchased will receive additional coverage for any failure that occurs due to accidental damage.

- | | | | |
|-----------------------------|-----------------|----------------------------------|------------------|
| • 3 Year | CF-SVCLTNF3YR | • APOS 4th Year | CF-SVCLTNFAPOS1Y |
| • 4 Year | CF-SVCLTNF4Y | • APOS 5th Year | CF-SVCLTNFAPOSY5 |
| • 5 Year | CF-SVCLTNF5Y | • APOS 4 & 5th Year | CF-SVCLTNFAPOS2Y |
| • 3 Year (Federal Specific) | CF-SVCLTNFDOD3Y | APOS: After Point of Sale | |
| • 4 Year (Federal Specific) | CF-SVCLTNFDOD4Y | | |
| • 5 Year (Federal Specific) | CF-SVCLTNFDOD5Y | | |

ADVANCED EXCHANGE XPAK PROGRAM

This coverage is included at no cost with the Ultimate Care and Protection Plus warranty programs, or can be purchased separately with the below SKU's. This allows advance replacement of xPAK's in the event there is a failure in the field. Overnight air replacement is paid for by Panasonic, as well as a prepaid return air shipping label for the convenience of our customers.

- | | | | |
|------------------|---------------|----------------------------------|-----------------|
| • 3 Year | CF-SVCLTAEX3Y | • APOS 4th Year | CF-SVCLTAEAPOY4 |
| • 4 Year | CF-SVCLTAEX4Y | • APOS 5th Year | CF-SVCLTAEAPOY5 |
| • 5 Year | CF-SVCLTAEX5Y | • APOS 4th & 5th Year | CF-SVCLTAEAPO2Y |
| • 4th Year | CF-SVCLTAEXY4 | APOS: After Point of Sale | |
| • 5th Year | CF-SVCLTAEXY5 | | |
| • 4th & 5th Year | CF-SVCLTAEX2Y | | |



EXTENDED WARRANTY

If this coverage is purchased, the serial numbered unit is entitled to the extended manufacturer warranty coverage with the exception of the battery for which a separate coverage program is available. The cost of labor, parts, and overnight shipping are included in the price of the Extended Warranty Program.

- | | |
|---------------------|-------------------|
| • 4th Year | CF-SVCLTEXT1Y |
| • 4 & 5th Year | CF-SVCLTEXT2Y |
| • APOS 4th Year | CF-SVCLTEXTAPOS1Y |
| • APOS 5th Year | CF-SVCLTEXTAPOSY5 |
| • APOS 4 & 5th Year | CF-SVCLTEXTAPOS2Y |

APOS: After Point of Sale

SMART BATTERY WARRANTY PROGRAM

Extends the standard 1-year battery warranty up to 5 years and provides Smart Battery Monitoring. The main battery can be replaced when it falls below 50% capacity (per PC Information Viewer) during the coverage term. The Smart Analytics provide in depth insight and facilitates troubleshooting on a proactive basis.

- | | |
|-----------------------|-----------------|
| • Main Battery 3 Year | CF-SVCBATSW3Y |
| • Main Battery 4 Year | CF-SVCBATSW4Y |
| • Main Battery 5 Year | CF-SVCBATSW5Y |
| • Dual Battery 3 Year | CF-SVCBATX2SW3Y |
| • Dual Battery 4 Year | CF-SVCBATX2SW4Y |
| • Dual Battery 5 Year | CF-SVCBATX2SW5Y |

HOT SWAP & HOT SPARE MANAGEMENT SERVICE

Within a **Hot Swap** program, when a device requires service, Panasonic sends the user a fully functional computer from a reserve of customer- owned computers stored at Panasonic's National Service Center. The replacement unit is shipped for next business day delivery whenever a user calls Panasonic Technical Support and determines that the computer needs to be serviced. The user removes the storage drive from the original computer and inserts it into the replacement unit, eliminating the need to transfer files or software. The user keeps the replacement computer and ships the original unit to Panasonic. When the original computer is received by Panasonic, it is repaired, re-imaged and put back into the customer's consigned inventory for future use.

Unlike Hot Swap, when **Hot Spare** is chosen, the original unit sent in for service is returned to the original end user following service and the original spare unit is returned to the customer owned reserve.

- | | |
|--------------------|----------------|
| • Hot Swap 3 Year | CF-SVCLTHS3YR |
| • Hot Swap 4 Year | CF-SVCLTHS4YR |
| • Hot Swap 5 Year | CF-SVCLTHS5YR |
| • Hot Spare 3 Year | CF-SVCLTHSP3YR |
| • Hot Spare 4 Year | CF-SVCLTHSP4YR |
| • Hot Spare 5 Year | CF-SVCLTHSP5YR |



SSD NO RETURN & USER REPLACEMENT

When this coverage is purchased, a customer is not required to send a defective storage drive back to the service center when replaced due to SSD failure.

• 512GB SSD — 3 Year	CF-SVC512SSD3Y
• 512GB SSD — 4 Year	CF-SVC512SSD4Y
• 512GB SSD — 5 Year	CF-SVC512SSD5Y
• 512GB SSD — 3 Year (Federal Specific)	CF-SVC512SSD3YT
• 512GB SSD — 4 Year (Federal Specific)	CF-SVC512SSD4YT
• 512GB SSD — 5 Year (Federal Specific)	CF-SVC512SSD5YT
• 1TB or 2TB SSD — 3 Year	CF-SVC1TBSSD3Y
• 1TB or 2TB SSD — 4 Year	CF-SVC1TBSSD4Y
• 1TB or 2TB SSD — 5 Year	CF-SVC1TBSSD5Y
• 1TB or 2TB SSD — 3 Year (Federal Specific)	CF-SVC1TBSSD3YT
• 1TB or 2TB SSD — 4 Year (Federal Specific)	CF-SVC1TBSSD4YT
• 1TB or 2TB SSD — 5 Year (Federal Specific)	CF-SVC1TBSSD5YT

ENGINEERING SERVICES & PROJECT MANAGEMENT

Engineering services can include services development and all changes through the life of the Panasonic deployment along with ad hoc technical services. The service level is determined at time of purchase.

- Field Engineering Support based on needs analysis CF-SVCFES20/40/60/80/100

PUBLIC SAFETY BUNDLE EXTENSIONS

The following SKU's are available to extend the Public Safety 3 year bundles to year 4 or years 4 and 5. These SKU's must be purchased with the hardware on the same order. If delayed purchase is desired, please utilize the standard APOS SKU's for Premier Deployment, SSD No Return, and ProPlus Warranty.

• 4th Year Add on	CF-SVCPSY4
• 4th & 5th Years Add on	CF-SVCPSY5

