

# Panasonic DIRECTORY OF AUTHORIZED SERVICE CENTRES

## NORTH AMERICA

**UNITED STATES OF AMERICA**  
Panasonic Regional Center for Digital Cameras,  
Digital Video Cameras, Multi Cameras:  
Panasonic Customer Service Center  
4900 B #12 George McVay Drive McAllen, TX 78503  
Voice - 800-211-7262

**CANADA**  
Panasonic Canada Inc.  
Digital Still Cameras and Digital Video Cameras  
FOR PRODUCT OPERATION AND REPAIR ASSISTANCE:  
Please contact "Our Lumix Concierge Centre":  
Tel. 1-800-995-8649

## LATIN AMERICA

**PANAMA (Paraguay, Ecuador, Uruguay, Caribbean countries except U.S. territories and Cuba)**  
Panasonic Latin America S.A.  
Via Transistmica, contiguo al Colegio La Salle.  
P.O. Box 0816-03164 Panama,  
REPUBLICA DE PANAMA  
Tel. (57-1) 593-0520  
Fax. (57-1) 593-0548  
Contact Center: 01-8000-947262

**COLOMBIA**  
Panasonic de Colombia S.A  
Autopista Medellín Km. 1 Via Siberia Cota  
Centro Empresarial Los Robles (Cundinamarca)  
Tel. (57-1) 593-0520  
Fax. (57-1) 593-0548  
Contact Center: 01-8000-947262

**MEXICO**  
Panasonic de Mexico, S.A. de C.V.  
Felix Cuevas No. 6, Pisos 2 y 3  
Col. Tacuquemecalli del Valle  
Del. Benito Juarez, Mexico D.F. CP 03200  
Tel. (52) 55-5488-1000 / Fax. (52) 55-5575-6763  
Contact Center:  
Interior: 01-800-847-7262  
D.F. and Metropolitan area: (55)-5000-1200

**BRAZIL**  
Panasonic do Brasil Limitada  
Estrada Municipal Eduardo Gomes Pinto, 304 Bairro Ponte Alta  
Extrema, CEP 37640-000  
Estado de Minas Gerais, BRAZIL  
Tel. CS Office (55) 35 3435-8066  
Call Center: (55) 0300 770 1515

**COSTA RICA**  
Panasonic Centroamericana S.A.  
San Rafael de Alajuela  
Apartado 10068-1000, San Jose, COSTA RICA  
Tel. (506) 2509-2400 / Fax. (506) 2239-4545  
Contact Center: 800-Panaser (800-7262737)

**GUATEMALA**  
Panasonic Centroamericana, S.A.  
Sucursal Guatemala  
46 calle 20-56, Zona 12, Guatemala  
Tel. (502) 2387-5100 / Fax. (502) 2387-5164  
Contact Center: 1-801-811-7262

**EL SALVADOR**  
Panasonic Centroamericana S.A.  
Sucursal El Salvador  
Boulevard Orden De Malta Sur, avenida el Boquerón y calle  
Izcalco, Parque Industrial El Boquerón,  
Urbanización Santa Elena, Antiguo Cuscatlan, La Libertad  
Apartado Postal 1567, San Salvador, El Salvador  
Tel. (503) 2241-5111 / Fax. (503) 2241-5112  
Contact Center: 800-Pana (800-7262)

**VENEZUELA**  
Panasonic de Venezuela C.A.  
Av. El Hatillo con Esquina A.V. González Rincones  
Edif. Panasonic, La Trinidad, Caracas Venezuela.  
Tel. 58-212-945-30-22 / 58-212-600-41-00 /  
Fax. 58-212-600-41-49  
Contact Center: 800-Pana-800 (0800-7262-800)

**PERU (BOLIVIA)**  
Panasonic Perúana S.A.  
Ave. Alfredo Mendiolá 1600, Independencia, Lima 28, PERU  
Tel. (51 1) 6140000 / Fax. (51 1) 6140003  
Contact Center: 0-800-00-PAN (0-800-00-726)

**ARGENTINA**  
Panasonic do Brasil Ltda. Argentine-Branch  
Manuel Garcia 352 C.P. 1284, Buenos Aires, Argentina  
Ciudad Autónoma de Bs. As.  
Tel. (54-11) 4122-7200 / Fax. (54-11) 4308-1581  
Contact Center: 0800-333-7262 / 0810-321-7262

**CHILE**  
Panasonic Chile Ltda.  
Rosario Norte 555, piso 3, Edificio Neruda. Las Condes,  
Santiago, Chile  
Tel. (56) 2-2826-0000 / Fax. (56) 2-2826-0001  
Contact Center: 800-390-602

## EUROPE

**AUSTRIA**  
—see GERMANY—

**BELGIUM**  
—see NETHERLANDS—

**DENMARK**  
Panasonic Danmark  
A branch of Panasonic Nordic AB  
Produktionsvej 26 2600 Glostrup, Denmark  
Tel. +45 36 927 799  
URL: www.panasonic.dk / E-Mail: support.dk@eu.panasonic.com

**FINLAND**  
Panasonic Finland  
A branch of Panasonic Nordic AB  
Eläntontie 5 FI-01510 VANTAA, FINLAND  
Tel. +358 (0)92 3195432  
URL: www.panasonic.fi  
E-Mail: support.fi@eu.panasonic.com

**FRANCE**  
Panasonic France une Succursale de Panasonic Marketing  
Europe GmbH,  
1 à 7 Rue du 19 Mars 1962  
92238 Gennevilliers  
Tel. +33(0) 1 70 46 91 73  
URL: www.panasonic.fr / E-mail: info.pfs@eu.panasonic.com

**GERMANY**  
Panasonic Deutschland  
A division of Panasonic Marketing Europe GmbH,  
Winsbergring 15, 22525 Hamburg  
Tel. 040-55 55 98 55 (Germany)  
Tel. 01-2 67 60 67 (Austria)  
URL: www.panasonic.de

## NOTE

This service centre list is subject to change without any notice.

## GREECE

Intertech S.A.  
24, Afroditi Str. GR-167 77 Hellinikon - Athens, Greece  
Tel. +210-9692300 / Fax. 210-9648583  
URL: www.panasonic.gr / E-mail: mofficer@intertech.gr

**IRELAND**  
—see UNITED KINGDOM—

**ITALY**  
PANASONIC ITALIA - branch office of Panasonic Marketing  
Europe GmbH,  
Via Dell'Innovazione N. 3 20126 Milano  
Call Center Tel. 02-67027556  
URL: www.panasonic.it

**NETHERLANDS**  
(BELGIUM, NETHERLANDS & LUXEMBOURG)  
Panasonic Benelux  
A Branch of Panasonic Marketing Europe GmbH,  
Europalaan 30 5232 BC's-Hertogenbosch Netherlands  
Tel. NL Call Center +31 73 6402 802  
Tel. BE (French & Dutch) Call Center +32 70 22 30 11  
Fax. BE 02 481 04 99

**NORWAY**  
Panasonic Nordic, A branch of Panasonic Marketing Europe GmbH,  
Karihaugen 89, 1086 Oslo, Norway  
Tel. +47 21 03 39 99  
URL: www.panasonic.no / E-Mail: support.no@eu.panasonic.com

**PORTUGAL**  
Panasonic Portugal, A branch of Panasonic Marketing Europe GmbH,  
Av. António Augusto de Aguiar 19 - 4ª sala B  
1050-021 Lisboa  
Tel. 707 78 00 70  
URL: www.panasonic.pt

**SPAIN**  
Panasonic Spain, A branch of Panasonic Marketing Europe GmbH,  
WTC Almada Park  
Plaza de la Paz s/n. Edif. cio 8. Planta Baja.  
08940 Cornellà de Llobregat, Barcelona, Spain  
Tel. Spain Call Center 902 153060 Fax. 93 425 95 65  
Tel. Portuguese Call Center 707 78 00 70  
URL: www.panasonic.es  
URL: www.panasonic.pt

**SWEDEN**  
(Headquarter for the Nordic Region)  
Panasonic Nordic, A branch of Panasonic Marketing Europe GmbH,  
Ellipsvägen 12, SE-141 75 Kungens Kurva  
Tel. +46 (0)85 6642688  
URL: www.panasonic.se / E-mail: support.se@eu.panasonic.com

**SWITZERLAND**  
Panasonic Marketing Europe GmbH, Wiesbaden  
Branch Rotkreuz Grundstrasse 12  
CH-6343 Rotkreuz  
Tel. +41 (0) 900-809809  
URL: www.panasonic.ch

**UNITED KINGDOM**  
Panasonic UK, a branch of Panasonic Marketing Europe GmbH,  
Wooloughby Road, Bracknell, Berkshire, RG12 8FP  
For customers in the UK: Tel. + 44 844 844 3899  
For customers in the Republic of Ireland: Tel. 01 289 8333  
URL: www.panasonic.co.uk / E-mail: customer.care@panasonic.co.uk

**POLAND**  
Panasonic Poland  
A division of Panasonic Marketing Europe GmbH,  
ul. Woloska 9A, 02-583 Warszawa  
Tel. 801 003 532  
URL: www.panasonic.pl / E-mail: pytania@panasonic.pl

**LATVIA**  
Panasonic Latvia  
A branch of Panasonic Poland  
Tel. 00 37 1 6779 8043  
URL: www.panasonic.lv / E-mail: info@panasonic.lv

**LITHUANIA**  
Panasonic Lithuania  
A branch of Panasonic Poland  
Tel. 00 37 0 5205 3155  
URL: www.panasonic.lt / E-mail: info@panasonic.lt

**ESTONIA**  
Panasonic Estonia  
A branch of Panasonic Poland  
Tel. 00 37 2622 5397  
URL: www.panasonic.ee / E-mail: info@merch.panasonic.ee

**CZECH**  
Panasonic Marketing Europe GmbH,  
organizacni slozka Ceska republika  
Thamova 289/13, 186 00, Praha 8  
Tel. +420 236 032 911, +420 236 032 511 (reception)  
URL: www.panasonic.cz  
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**SLOVAKIA**  
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**ROMANIA**  
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**SLOVENIA**  
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**BULGARIA**  
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**HUNGARY**  
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## CIS

**CIS (Former Soviet Union)**  
Panasonic Russia Ltd.  
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Tel. 8-800-200-21-00 (Toll-Free within Russia)  
BELARUS: Tel. 8-820-007-1-21-00 (Toll-Free within  
Belarus)

ARMENIA, GEORGIA and UKRAINE:  
Tel. +380 (44)-490-38-98 (for international  
calls and calls from Kyiv)  
Tel. 0-800-309-880 (Toll-Free within Ukraine)  
MOLDOVA: Tel. 0-800-61-444 (Toll-Free within Moldova)  
AZERBAIJAN: Tel. +994-(12)-465-10-11 (for calls from  
Azerbaijan)

KAZAKHSTAN, UZBEKISTAN, TAJIKISTAN, KIRGIZSTAN and  
TURKMENISTAN: Tel. +7 (727) 298-09-09  
Tel. 8-800-0-809-809 (Toll-Free within  
Kazakhstan)

## ASIA

**INDIA**  
Panasonic India Private Limited.  
Customer Service,  
ABW Tower, IFFCO Chowk,  
M.G.Road, Sector - 25, Gurgaon,  
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URL: www.panasonic.co.in / E-mail: helpline@in.panasonic.com

**INDONESIA**  
PT Panasonic Gobel Indonesia  
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Tel. 021-8009494 (Hunting) / Fax. 021-8011118  
URL: www.panasonic.co.id / E-mail: ccc@id.panasonic.com

**JAPAN**  
Panasonic Corporation  
AVC Networks Company, CS Promotion Center  
Overseas Sales Engineering Group  
1-15, Matsuo-Cho, Kadoma, Osaka 571-8504, Japan  
Tel. (06) 6905-5569

**MALAYSIA**  
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**SINGAPORE**  
Panasonic Singapore  
Panasonic Customer Care Centre  
202 Bedok South Avenue 1, Singapore 469332  
Tel. 65-62227222 Fax. 65-62991212  
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**THAILAND**  
Panasonic Siew Sales (Thailand) Co., Ltd.  
75 Seri Thai Road, Kannayao District, Bangkok 10230  
Tel. +66 (0) 2729-9000 / Fax. +66 (0) 2731-9976  
URL: www.panasonic.com/th  
E-mail: customercare@th.panasonic.com

**PEOPLE'S REPUBLIC OF CHINA**  
Panasonic Corporation of China  
松下电器 (中国) 有限公司  
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Pudong New Area, Shanghai 200120, China  
上海市浦东新区陆家嘴环路1000号 恒生银行大厦5F  
Panasonic 客户服务热线电话  
Tel. 400-810-0781  
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**HONG KONG**  
Shun Hing Electric Service Centre Ltd.  
19th Floor, Shun Hing Centre  
8 Shing Yu Street, Kwai Chung, N.T., Hong Kong  
Tel. (852) 2406 5439, (852) 2406 5666  
URL: www.shunhing-service.com  
E-mail: shescs@shunhinggroup.com

**MACAU**  
Shun Hing Electric Service Centre Limited Macau Branch  
Avenida do Cuvidor Arraga, No.56A, R/C (T),  
Edif. T'ong Fong Garden, Macau  
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**VIETNAM**  
Panasonic Sales Vietnam  
1st Floor, LOD Building, 38 Tran Thi Tong, Cau Giay, Hanoi  
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## OCEANIA

**AUSTRALIA**  
Panasonic Australia Pty., Ltd.  
Panasonic Customer Care Centre  
1 Innovation Road, Macquarie Park NSW 2113  
Tel. 132600 / Fax. (02) 8524 6166  
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**NEW ZEALAND**  
Panasonic New Zealand Ltd.  
18 Sir Woolf Fisher Drive  
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East Tamaki, Auckland 2013  
Tel. (09) 272-0100  
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## MIDDLE EAST

**UAE**  
Panasonic Marketing Middle East & Africa FZE (PMMAF)  
P. O. Box 17985 Dubai, U.A.E.  
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Toll Free no. in U.A.E: 800 (PANA) / 800 7262  
E-mail: customercare@ae.panasonic.com  
Out side UAE: 00971 800 7262 (add)  
\*Please note that PMMAF is the Headquarters for Middle East &  
Africa. They will not provide the repairing services but only  
provide information about appropriate service centers in Middle  
East & Africa. Repair of the Products will be conducted through  
such service centers.

**TECHSERVICE**  
P.O.Box 531, Dubai, U.A.E.  
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