

# ORDER SPAREPARTS ON PANANET GUIDE





#### **ORDER SPAREPARTS ON PANANET**

 Go to <a href="https://www.panasonic-europe-service.com">https://www.panasonic-europe-service.com</a> and login using your Panasonic account number, username and password.



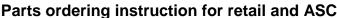
2. See if the part is available for order and the estimated delivery date

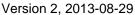


3. Order the part (Go back to first page by clicking "Control Panel" on top of the page) Click on "Parts orders"



Enter your reference and click "Go"



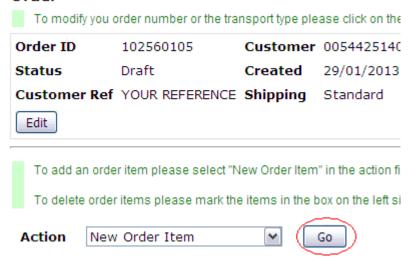






### Click "Go" to start picking order items

#### Order



Search for the part again by entering article number followed by clicking the button on the right. Choose quantity and reference, then click "Create Item".

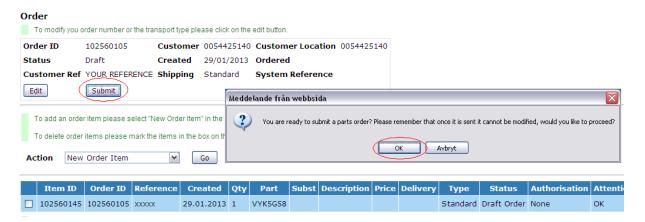
#### New Item Please enter the part number (or the first digits) in to the field "Part no." and click an the button aside Optional you can search for a combination of model and part number **Model No** ... Part no. VYK5G58 Active 💌 Cancel To add one of the displayed materials to your order please select the required quantity, fill in your item reference and click on the "Create Item" button Afterwards you will get informations about price and availabilty in the order screen Part Name Quantity Repair Type | Order Type | Standard Price | Exchange Price Reference VYK5G58 LCD UNIT ( 1 (xxxxx 728,88 SEK Create Item Please use our technical documents to identify the correct part numbers.



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## Confirm the order by clicking "Submit".









# PROBLEMS or questions regarding AVAILABILITY or DELIVERY?

Please **ALWAYS** enter all fields in the below form and Email it to: **eu.spares@eu.panasonic.com** 

In order for us to provide a 1st class service and assist your turn around times please
provide the following details to us (in English) on all enquiries
Your Details
Panasonic Account number:
Your Name:
Name of Company:
Telephone number:
Country that you are based in:
Query Details
1. Full Model number (including suffix):
2. Serial Number:
3. Date the product was purchased (optional):
4. Date the fault was reported:
5. Date the product arrived with you:
6. Full details of the Fault:
7. Any previous service history:
8. Any parts already fitted:
9. Jpeg Images / Movie clips (please attach if appropriate)
For technical advice please email av.technical@eu.panasonic.com
For spares advice please email: eu.spares@eu.panasonic.com
Business Hours: Mon-Thurs 09:00-17:30, Fri 09:30-17:30 (GMT)
PLEASE ALWAYS WRITE "PNO" IN FRONT OF THE MAIL SUBJECT