



Date: 13 Sep 2017

### **IMPORTANT NOTICE**

Customers in possession of **Panasonic LCD TV** model numbers **TH-L55ET5S / TH-L47ET5S / TH-L42ET5S**, are advised to check on the condition of the **TV pedestal (stand)**. Should you find any form of instability (shaky, unsteady) or loosened mounting screws, please stop using the swivel function of the pedestal stand immediately and contact Panasonic for assistance:

Customer Service Hotline: **6222 7222**

(For repair, please select 1 for Repair, and select 1 again for On-site)

Operating Hours: Mon to Fri 09:00-17:00, Sat 09:00-14:00

Email: [service@sg.panasonic.com](mailto:service@sg.panasonic.com)

As the hotline may be busy with other service matters, you are advised to email us with the following details:

- Subject: ET5 TV Pedestal Repair
- Name
- Contact number (Mobile)
- Address
- Model number (Indicated on nameplate located behind the TV unit)
- Serial number (Indicated on nameplate located behind the TV unit)

Thank you.

Panasonic Singapore

## **Frequently Asked Questions**

**1. Is this a recall exercise?**

This is NOT a recall exercise in Singapore. As part of our customer service, Panasonic Singapore will attend to customers that are encountering shaky or unsteady TV pedestal (stand) for the 3 concerned LCD TV models.

**2. Will you be changing the TV pedestal (stand) if it is shaky or unsteady?**

We will make a service appointment to replace and secure the mounting screws (to anti-loosening type) at no charge.

**3. Will I have to pay for the repair?**

There will be no charges.

**4. After the repair, is the TV and the pedestal (stand) under warranty?**

The 3 TV models have been sold from March 2012 and the warranty coverage of up to 36-months (12-months standard and additional 24-months promotion on case-by-case basis) should have already lapsed. The pedestal (stand) is also out of our standard limited warranty coverage.

**5. How long will it take for the service appointment to be made?**

We will arrange for the service appointment within 1 week from the receiving of your initial email or call.

**6. If my TV is wall-mounted, will there be any concern?**

No, the TV is secured by the wall-mount installation and it is not necessary to call us (to arrange for the service appointment) if your TV has been wall-mounted.

**7. What are the risks if the pedestal (stand) is unstable / shaky or the mounting screws are loosened?**

Under such situation, the continued usage of the swivel function of the pedestal (stand) may risk the main TV unit to be dismounted. This will pose risk of damage to the main TV unit if it falls from height, and may also cause damage or injury to surrounding objects or persons.

**8. What should I do while waiting for the service appointment/repair?**

Please stop using the swivel function of the pedestal (stand) immediately. Customers are also advised to move the TV unit to a secured location if it is displayed at height or near the edge of any console/display furniture.

**9. Where can I locate the TV model number and serial number?**

The TV model number and serial number are indicated on the nameplate located behind the TV unit (see illustration below).



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