PTC Database User Manual

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https://ptc.pansonic.eu
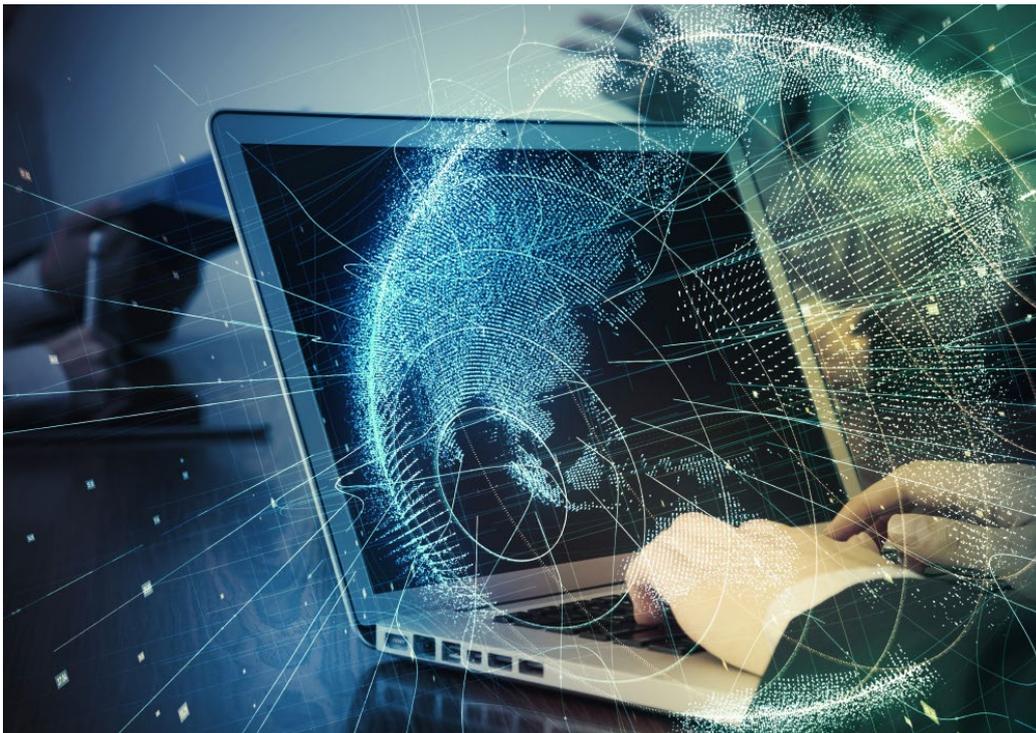
Useful Contacts:

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Contents

Welcome & General Information

Welcome to the Panasonic Testing Centre webpage.

As a Panasonic Member and registered dealer, it is possible to access the full range of product related compliance documents, such as test reports. Please keep in mind that to have access to these files, registration to the database is **mandatory.**

You can access Energy Related Product documents (ErP) and publicly available EU Declaration of Conformities by clicking on Compliance Documents, without logging in to the system.

Please note, in order to use the database, you are required to accept our "Terms & Conditions".

How to Access Publicly Available Compliance Documents

In order to access **publicly available** compliance documents, you can either type the product model number into the search box by clicking on **"Document search"** from the top menu on any page, or you can click on **"Compliance Documents"** to use the advanced search options that are available there.

Sign Up to Access Private Documents
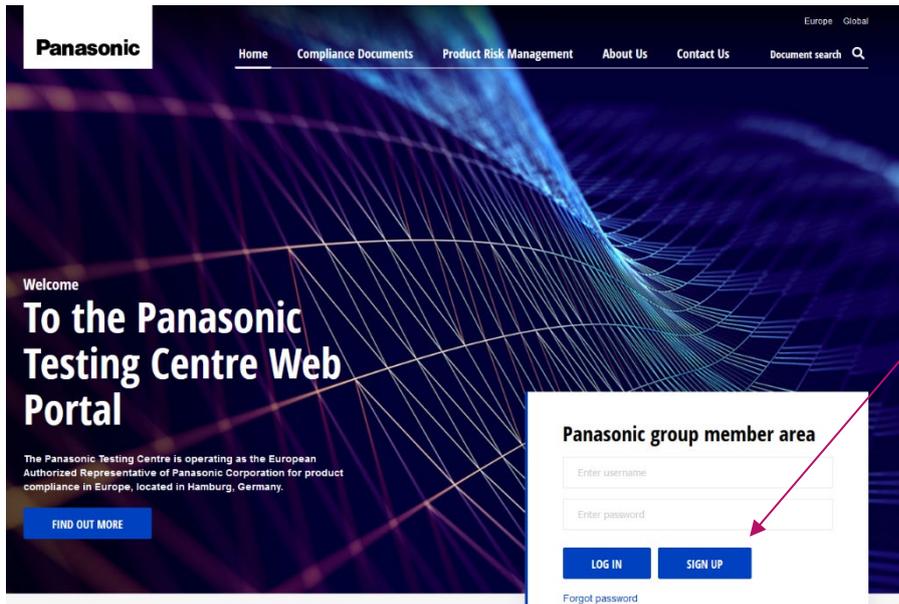
To sign up to the members area of the database, please click „**Sign Up**"

On the following Registration screen, please fill out all of the necessary information and select the categories that you require access to. Please note that all fields are mandatory. After completing this form, your details will be sent to PTC admins for approval. After approval, you will have access to the requested areas of the compliance database.

Logging in to the System

You can find the log in area on the home page. If you have registered for access to the members area of the compliance database, you will be able to log in here. Please type your username and password into the log in area. After logging in, you will be able to see your name!
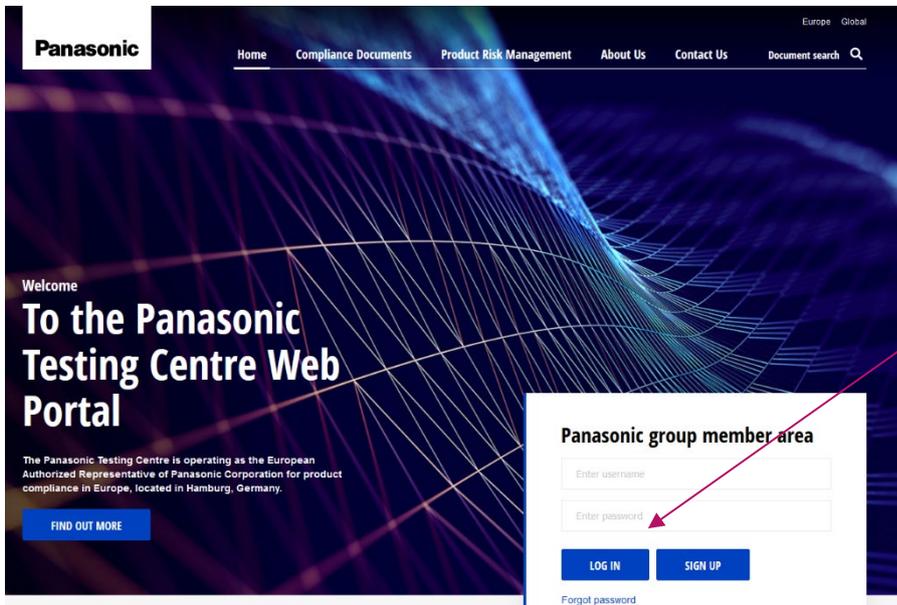
Please enter username and password to log in.

Forgot Password

If you forget your password, please click on **"Forgot Password"** in the log in area.
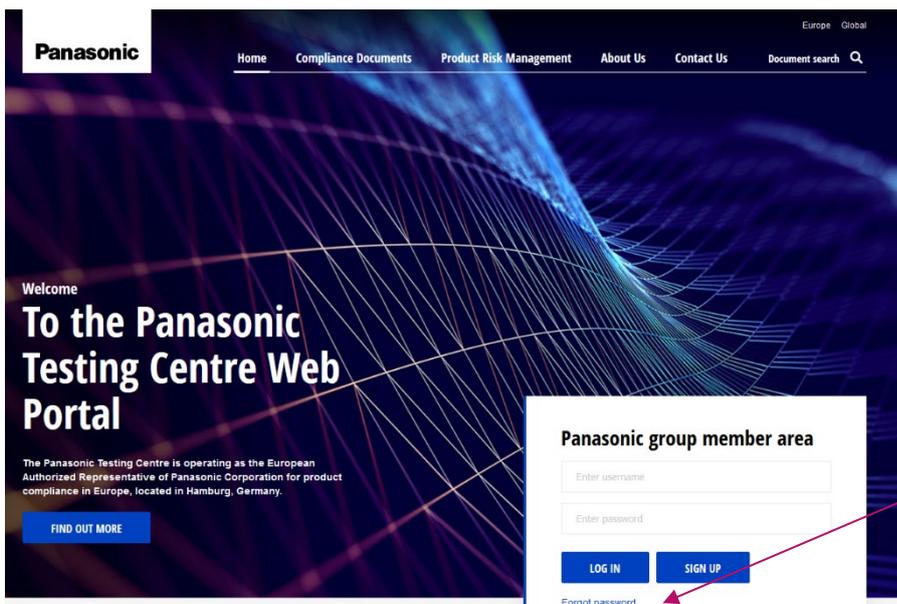
Please click „**Forgot password**" to recreate your password

You will be asked to type in your email address, after which you will receive an email with instructions to reset your password.
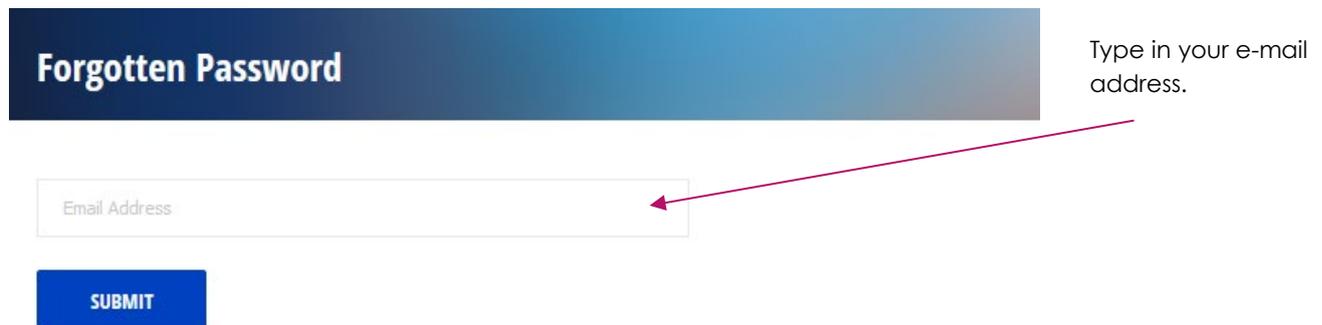

Type in your e-mail address.

If you do not receive an e-mail, please check your "Spam"/"Junk" e-mail box.

How to Use the Compliance Documents Database

In order to access compliance documents, you can either type the product/model name into the search box by clicking on **"Document search"** at the top of any page, or you can click on **"Compliance Documents"** on the top menu.
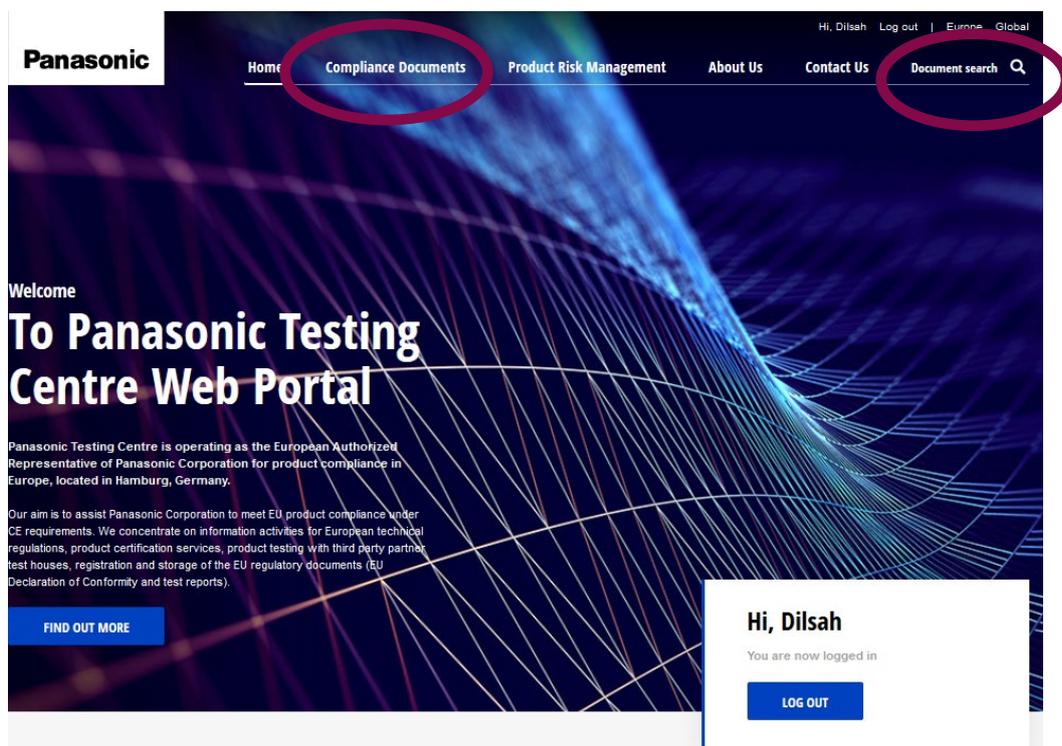
If you type the product into "Document search" you will be taken directly to all the relevant files related to the product. If you are looking for any specific information such as document type, you can then filter your search results.

Performing a Search

To perform a search for a document, please click on "Document search" and type in the product/model number that you are looking for.

Click „**Document search**" to type in the product /model number

As you type, the search will offer you some suggested products. If your product is suggested, you can click on it and the search results will show the files related to that product. If your product is not in the suggestions, you can also continue to type the whole product/model name and then press enter or click on the search symbol at the right end of the search box.

The search may return a lot of results, however the results will appear in order of relevance from most relevant to your search term, to least relevant.

Filtering Search Results

If you want to search for a specific document related to your product, you can filter the results by selecting a document type from the search options on the left.

You can also search for a document by selecting a Product category/subcategory and then the product, as opposed to typing anything into the search bar. However, in some categories there is an excessive number of products, therefore we **recommend** that you find your document by searching for the target product in the search bar.

Sorting Search Results

You can sort your search results alphabetically by file name or document type, as well as by file size and date. Click once on the heading which you want to sort by, to order the results in ascending order (ie. 0 → 9, A → Z). A small downwards facing arrow will appear next to the heading. Click on the heading a second time to sort in descending order (ie. 9 → 0, Z → A).

You can sort by these headings by clicking on them

Starting a New Search

If you want to perform a new search, you first need to remove any previous filters that you had selected. You can do this by clicking on "Clear Selection" under the search options.

Clear filters by clicking **"Clear Selection"**

Downloading a Document

Once you have found the document that you require, you can download it by clicking on the download symbol on the right side of the file information.

Click on the download symbol to download a file

Please note that there is a small selection of files for which you may have to select save instead of just open, on your browser download options in order to view the file contents.

Useful Tips

- In the PTC database we only use **CE model numbers, that is, the model number shown on the product name plate.** Models/products in our database do not include the country codes or colours etc. on the end of the model name. The search will still provide you with suggestions of the most relevant products to your search, even if you do include the country codes.
- If you cannot see any files when you go to the database, try **refreshing your browser**.
- Some internet browsers do not work quite as well as others for out database. **Firefox** tends to work the best.

In case you have any difficulties with using the database, please do not hesitate to contact us.

Yours,

PTC Team