

# Panasonic Warranty

## Air Conditioners

1. The product is warranted for labour and parts for five (5) years from the date of purchase. Subject to the conditions of this warranty, Panasonic or its Authorised Service Centre will perform necessary service on the product without charge for parts or labour if, in the opinion of Panasonic or its Authorised Service Centre, the product is found to be defective by reason of faulty workmanship or materials.
2. This warranty only applies to Panasonic products purchased in Australia and sold by Panasonic Australia or its authorised distributors or dealers and only where the product is used and serviced within Australia or its territories. Warranty cover only applies to service carried out by a Panasonic Authorised Service Centre and only if valid proof of purchase is presented when warranty service is requested.
3. This warranty only applies if the product has been installed by a licensed tradesperson and has been installed and used in accordance with the manufacturer's recommendations (as noted in the operating instructions) under normal use and reasonable care (in the opinion of Panasonic).
4. This warranty only covers use of the product where the climatic comfort of humans is the primary function (i.e. not primarily for climatic control of electronic or mechanical equipment) and excludes damage, malfunction or failure resulting from:
  - a) misuse, abuse, neglect, accidental damage or modifications.
  - b) infestation by insects or vermin;
  - c) incorrect installation and application, improper voltage or mains supply problems;
  - d) natural disaster or acts of God (i.e.: hail, lightning, flood, fire, earthquake, etc)
  - e) rust or damage caused by exposure to abnormally corrosive conditions;
  - f) an accessory, component or other equipment not supplied by Panasonic Australia;
  - g) improper maintenance by customer (refer to maintenance section of Operating Instructions);
  - h) where no actual fault of the product is determined to have occurred, during a customer initiated service call, and where the perceived problem is explained within the Operating Instructions (including the Troubleshooting section), warranty service is not applicable.
5. Service may be refused if the unit is not installed with compliance to the relevant Australian Standards, including, but not limited to AS/NZS 3000, AS/NZS 3008 and AS/NZS 1668
6. This warranty only applies once reasonable, safe and unimpeded access for service personnel is assured. This warranty does not cover any additional labour or equipment cost associated with achieving such access, when the product is installed in elevated or restricted-access locations, or any situation potentially unsafe for service personnel.
7. The warranties hereby conferred do not extend to, and exclude any costs associated with the installation, de-installation or re-installation of a product, delivery, handling, freighting, transportation or insurance of the product or any part thereof or replacement of and do not extend to, and exclude, any damage or loss occurring by reason of, during, associated with, or related to such installation, de-installation, re-installation or transit.
8. If warranty service is required you should:
  - a) Telephone Panasonic's Customer Care Centre on 132 600 or visit our website and use the Service Centre Locator for the name/address of the nearest Authorised Service Centre.
  - b) Provide a copy of your purchase receipt as proof of purchase date.

**Note:** Home service is available within the normal operating area of the nearest Panasonic Authorised Service Centre as deemed by the Authorised Service Centre. Service outside the normal operating area of the nearest Panasonic Authorised Service Centre may incur a travelling fee from that Panasonic Authorised Service Centre.

Unless otherwise specified to the consumer the benefits conferred by this express warranty are additional to all other conditions, warranties, guarantees, rights and remedies expressed or implied by the *Trade Practices Act 1974* and similar consumer protection provisions contained in legislation of the States and Territories and all other obligations and liabilities on the part of the manufacturer or supplier and nothing contained herein shall restrict or modify such rights, remedies, obligations or liabilities.

**THIS WARRANTY CARD AND THE PURCHASE DOCKET (OR SIMILAR PROOF OF PURCHASE) SHOULD BE RETAINED BY THE CUSTOMER AT ALL TIMES**

**If you require assistance regarding warranty conditions or any other enquiries, please contact our Customer Care Centre via the Panasonic website [www.panasonic.com.au](http://www.panasonic.com.au) or by phone on 132 600. If phoning in, please ensure you have your operating instructions available.**

**Panasonic Australia Pty. Limited** ACN 001 592 187 ABN 83 001 592 187

Locked Bag 505, Frenchs Forest, NSW 2086 – [www.panasonic.com.au](http://www.panasonic.com.au)

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Purchasers - Please record the following details for future reference should Installation or Service requirements arise

Indoor Model No.:	.....	Outdoor Model No.:	.....
Indoor Serial No./Nos:	.....	Outdoor Serial No.:	.....
Purchase Date:	.....		
Supplier:	.....	Phone no.:	.....
Suppliers Address:	.....		
Installer:	.....	Phone no.:	.....
		Licence No.:	.....
Installers Address:	.....		
Owners Name:	.....		
Address:	.....		