

Panasonic Warranty

Air Conditioners – 5 year Warranty from date of Purchase

1. 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. To claim warranty service, when required, you should:
 - Telephone Panasonic's Customer Care Centre on 132600 or visit our website referred to below and use the Service Centre Locator for the name/address of the nearest Authorised Service Centre.
 - 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.

In addition to your rights under this warranty, Panasonic products come with consumer guarantees that cannot be excluded under the Australian Consumer Law. If there is a major failure with the product, you can reject the product and elect to have a refund or to have the product replaced or if you wish you may elect to keep the goods and be compensated for the drop in value of the goods. You are also entitled to have the product repaired or replaced if the product fails to be of acceptable quality and the failure does not amount to a major failure.

If there is a major failure in regard to the product which cannot be remedied then you must notify us within a reasonable period by contacting the Panasonic Customer Care Centre. If the failure in the product is not a major failure then Panasonic may choose to repair or replace the product and will do so in a reasonable period of time from receiving notice from you.

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 visit the

Panasonic Australia website www.panasonic.com.au or contact 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

1 Innovation Road, Macquarie Park NSW 2113 - 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:	_____		