Panasonic Warranty

Air Conditioners – 5 year Warranty from date of Purchase ("Warranty Period")

1. This warranty does not exclude, restrict, or modify in any way other rights and remedies under a law which relates to the product, including any non-excludable statutory guarantees in Australia.
2. Subject to the conditions of this warranty and during the Warranty Period 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.
3. 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 a service carried out by a Panasonic Authorised Service Centre and only if a valid proof of purchase is presented when the warranty service is requested.
4. 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).
5. 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) a natural disaster or acts of God (i.e. hail, lightening, 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) which includes but is not limited to failure to undertake the following actions:
      (i) regular cleaning of the air filter(s) and replacement where necessary;
      (ii) ensuring the air inlet and outlet on the outdoor unit is kept clear of any obstructions (e.g. dirt, leaves, plants);
      (iii) ensuring that the condensate drain is kept clean; and
      (iv) the application of additional corrosion protection if the product is installed in a corrosive environment (e.g. sea, air, industrial pollution).
   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.
6. Service under this warranty 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.
7. 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. All costs relating to gaining access to unsafe (e.g. high) or restricted locations will be your responsibility.
8. You will be responsible for costs associated with making the warranty claim where there are costs associated with travel outside of the area normally serviced by Panasonic or any service repair agent authorised by Panasonic.
9. To the extent permitted by law and subject to your non-excludable statutory rights and guarantees, Panasonic excludes all warranties and liabilities (other than as contained in this warranty) including liability for any loss or damage whether direct or indirect arising from your purchase, use or non-use of the product.
10. In respect of any product supplied which are not of a kind ordinarily acquired for personal, domestic or household use or consumption, the liability of Panasonic for any defect of design, materials or workmanship will be limited to any of the following as determined by Panasonic:
    (a) replacing the airconditioner or supplying the equivalent airconditioner;
    (b) repairing the airconditioner;
    (c) paying the cost of replacing the airconditioner or acquiring the equivalent airconditioner;
    (d) paying the cost of having the airconditioner repaired.
11. In addition to your rights under this warranty, Panasonic products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure.
12. To claim warranty service, when required, you should:
    - Telephone Panasonic's Customer Care Centre on 132600 for Authorised Service Centre information.
    - 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.

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

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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.:	
Supplier's Address:			
Installer:	Phone no.:	Licence No.:	
Installer's Address:			
Your Name:			
Address:			