

Panasonic Warranty

Broadcast & Professional Video – 24 Month Warranty from Date of Purchase

1. Subject to the conditions of this warranty Panasonic or its Authorised Service Centre will perform the necessary service on the product without charge for parts or labour, if in the opinion of Panasonic, the product is found to have a manufacturing defect within 24 months (the “warranty period”) from the date of purchase appearing on your purchase receipt.
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 products are used and serviced within Australia or its territories. The warranty cover only applies to the services that are carried out by a Panasonic Authorised Service Centre and only if valid proof of purchase is presented when the warranty service is requested.
3. This warranty only applies if the product 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). The warranty covers normal usage for which the unit was supplied and does not cover damage, malfunction or failure resulting from use of incorrect voltages, incorrect installation, accident, misuse, abuse, impact, neglect, ingress of liquids, build-up of dirt or dust, maladjustment of customer controls, mains supply problems (voltage and frequency), thunderstorm activity, infestation by insects or vermin, tampering or repair by unauthorised persons (including unauthorised alterations), failure or damage by use of non-genuine parts, unauthorised maintenance, exposure to abnormally corrosive conditions, any foreign object or matter having entered the product and servicing that results in “no fault found” where the perceived problem is explained within the Operating Instructions or the troubleshooting section of the Operating Instructions.
4. To claim the warranty service, when required, you should:
 - Contact Panasonic’s Customer Care Centre on 1300 227 987 or send an email to PSSOCservicesupport@au.panasonic.com to request the Authorised Service Centre nearest to you.
 - Confirm the opening and acceptance times with the Authorised Service centre that you choose.
 - Then send or take the product to a Panasonic Authorised Service Centre together with your purchase receipt as a proof of the purchase date.

Any freight and insurance costs associated with the transport of the product to and/or from your nearest Authorised Service Centre must be arranged and paid for by you.

- The warranties hereby conferred do not extend to, and exclude, any costs associated with the installation, de-installation or re-installation of a product, including costs related to the mounting, de-mounting or remounting of any screen, (and any other ancillary activities), 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.
5. Outer casing parts including handle, terminals, as well as plastic and rubber parts that will deteriorate by aging are excluded.

For advice on exact Authorised Service Centre locations for your product, please telephone our Customer Care Centre on 1300 227 987 or email PSSOCservicesupport@au.panasonic.com.

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 contact the Panasonic Customer Care Centre by phoning 1300 227 987.

Panasonic Australia Pty. Limited

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