

# Panasonic Warranty

## SSI DLP Projectors – Thirty Six Month 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 following models, without charge for parts or labour, if in the opinion of Panasonic the product is found to have a manufacturing defect within the three (3) years (36 months) (the “warranty period”).

PT-RW330EA	PT-RW430EAK	PT-RZ370EA
PT-RZ470EAW	PT-RZ470EAK	PT-RZ475EA
PT-RS30KE	PT-RZ31KE	PT-RQ32KE

2. In addition to the standard “warranty period” a further limited warranty for an additional two (2) years (24 months) or if within a total of 10,000 hours of usage from the purchase date – whichever occurs first – is provided for the specified models (above) on a without charge parts only basis for the illumination parts (excluding mechanical and optical components).
3. It is a condition of this warranty due to the nature of the contents of the product and the risk of personal injury if not handled correctly, that the product must only be dismantled and serviced by qualified and approved Panasonic Service Centres only.
4. SSI DLP Projectors (as specified above) from Panasonic are supplied with the following warranty conditions:
- Three years (36 months) parts and labour; and
  - An additional two year (24 months) or total 10,000hrs usage: whichever occurs first -parts only limited warranty on the illumination parts (part only warranty), excluding mechanical and optical components.
5. 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. Warranty cover only applies to service carried out by a Panasonic Authorised Service Centre and only if valid proof of purchase is presented when the warranty service is requested.
6. 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 does not cover damage, malfunction or failure resulting from use of incorrect voltages, incorrect installation, accident, misuse, neglect, build-up of dirt or dust, abuse, maladjustment of customer controls, mains supply problems, thunderstorm activity, infestation by insects or vermin, tampering or repair by unauthorised persons (including unauthorised alterations), unauthorised maintenance, exposure to abnormally corrosive conditions or any foreign object or matter having entered the product.
7. This warranty does not cover the following items unless the fault or defect existed at the time of purchase:
- Consumables including, but not limited to, dust filters, batteries, etc.
  - Maintenance parts as described in the user material or service material
8. To claim warranty service, when required, you should:
- Contact Panasonic’s Customer Care Centre on 1300 227 987 or via Panasonic Australia’s website
  - Send or take the product to a Panasonic Authorised Service Centre together with your proof of purchase receipt as a proof of purchase date. Please note that freight and insurance to and/or from your nearest Authorised Service Centre must be arranged by you.
9. The warranties hereby conferred to 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 re-mounting 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.

Panasonic Authorised Service Centres are located in major metropolitan areas and most regional centres of Australia, however, coverage will vary dependant on product. For advice on exact Authorised Service Centre locations for your product, please contact our Customer Care Centre on 1300 227 987 or via Panasonic Australia’s support website.

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](http://www.panasonic.com.au)** or contact by phone on **1300 227 987**

***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](http://www.panasonic.com.au)