

Panasonic Warranty

Commercial LED LCD Monitor - 36 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 be faulty within the warranty period and where the usage does not exceed the specified hours per day rating.

2.

Display Panel Maximum Operating Hours		
Panel Series	Panel Type	Usage Rating (hours per day)
EF1	Pro-Sumer Series	16
EQ1, EQ2	Pro-Sumer Series	18
EQ1 70" and 80"	Pro-Sumer Series	24
SQ1, SQE1, SQE2	Signage Series	24
LFV9, VF1H, VF2, VF2H	Video Wall Panels	24

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 products are used and serviced within Australia or its territories. The warranty cover only applies to a service carried out by a Panasonic Authorised Service Centre and only if valid proof of purchase is presented when warranty service is requested.

4. 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, 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.

5. 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 (eg high) or restricted locations will be your responsibility.

6. 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, freight, 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

7. 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 repair agent authorised by Panasonic.

8. 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.

9. This warranty does not cover the following items unless the fault or defect existed at the time of purchase:

(a) Image retention.

(b) Pixel failure within 0.002% of the total pixel count of the display monitor.

(Pixel failure caused by improper use / incorrect handling of the device will not be accepted)

Panasonic Authorised Service Centres are located in major metropolitan areas and most regional centres of Australia, however, coverage will vary depending upon the product. For advice on exact Authorised Service Centre locations for your product, please contact our Customer Care Centre on 1300 227 987 or visit our website and visit the "Support" area.

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 **1300 227 987**.

If phoning in, please ensure you have your operating instructions available.

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