

March 17, 2003

## Split Air Conditioner Service Policy

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The following is the outline of service policy that pertains to Panasonic Split Air Conditioners and Heat Pumps, sold and operated in the continental US.

### 1. Customer

- 1.1 Upon discovery or suspicion of a malfunction, the customer should request corrective action from the original installer and/or distributor.
- 1.2 If both the installer or distributor cannot be located, and the customer is not able to resolve the problem, then the customer should contact Panasonic Customer Service at toll-free **(866) 292-7292**.
- 1.3 Panasonic Customer Service will analyze the customer's inquiry and, if necessary, will refer the customer to a local service provider. At the same time, the customer will be reminded about the warranty terms, conditions, and obligation to cover all the expenses related to service, except for warranty parts.
- 1.4 The customer should contact the local service provider and schedule an appointment for service.

### 2. Service Provider – Installer

- 2.1 Upon receiving a request for service, the installer should accommodate the customer as quickly as possible.
- 2.2 Any installation related issues should be addressed and resolved by the installer.
- 2.3 If the failed to operate after being properly installed (defective), it should be repaired by the installer.
- 2.4 The installer is to provide labor free of charge to the customer, unless previously agreed otherwise.
- 2.5 To order parts necessary for repair completion, the installer should call toll-free **(800) 969 3299** and provide the following information:
  - £ Model and serial numbers
  - £ Date of initial installation
  - £ Customer name, address, phone number, and e-mail address (if available)
  - £ Type of failure (complaint)
  - £ Part number(s) requested
  - £ Address to which the parts should be delivered

£ Method of delivery (i.e. 2<sup>nd</sup> day, overnight, ground)

2.6 Free-of-charge parts will be provided by Panasonic for warranty repairs only.

2.7 In the event the repair is not covered by Panasonic warranty (due to time limitations, exclusions, etc.), the parts will have to be purchased by the installer. Credit card transactions are available.

2.8 Service literature can also be obtained from Panasonic. Please call toll-free **(800) 969 3299** and provide an exact model number.

2.9 Upon repair completion, the installer will not be required to submit any paperwork to Panasonic.

### **3. Service Provider – Independent Servicer**

3.1 Upon receiving a request for service, the servicer should accommodate the customer as quickly as possible.

3.2 Any installation related issues should be either referred to the installer or handled on an out-of-warranty basis.

3.3 Since the customer is responsible for labor service charges, the servicer should provide the customer with an estimate before proceeding with the repair.

3.4 If the estimate is accepted by the customer, the servicer should order parts by calling toll-free **(800) 969 3299** and provide the following information:

£ Model and serial numbers

£ Date of initial installation (or other proof of purchase)

£ Customer name, address, phone number, and e-mail address (if available)

£ Type of failure (complaint)

£ Part number(s) requested

£ Address to which the parts should be delivered

£ Method of delivery (i.e. 2<sup>nd</sup> day, overnight, ground)

3.6 Free-of-charge parts will be provided by Panasonic for warranty repairs only.

3.7 In the event the repair is not covered by Panasonic warranty (due to time limitations, exclusions, etc.), the parts will have to be purchased by the servicer. Credit card transactions are available.

3.8 Service literature can also be obtained (purchased) from Panasonic. Please call toll-free **(800) 969 3299** and provide an exact model number.

### **4. Distributor/Sales Representative**

4.1 If it becomes necessary for distributor or sales representative to order service parts, the distributor or sales representative should contact Panasonic by calling toll-free (800) 969 3299 and provide the following information:

£ Model and serial numbers

£ Date of initial installation

£ Customer name, address, phone number, and e-mail address (if available)

£ Type of failure (complaint)

£ Part number(s) requested

- £ · Address to which the parts should be delivered
- £ · Method of delivery (i.e. 2<sup>nd</sup> day, overnight, ground)

4.2 Free-of-charge parts will be provided by Panasonic for warranty repairs only.

4.3 In the event the repair is not covered by Panasonic warranty (time limitations, exclusions, etc.), or distributor wishes to order parts for its own stock, the parts will have to be purchased by the distributor. Credit card transactions are available.

4.4 Service literature can also be obtained from Panasonic. Please call toll-free **(800) 969 3299** and provide an exact model number.

## 5. Technical Support

5.1 Panasonic will provide a technical hot line to assist the servicers in resolving technical problems and issues. This assistance covers only instances where the product failed to operate due to defective parts or workmanship. **NOTE: Issues caused by, or related to installation will not be handled.**

5.2 Panasonic Technical Support is available weekdays, 9:00 AM through 5:00 PM (EST). Please call toll-free **(800) 572 2672**.

5.3 In order to receive technical assistance, the caller must have a service manual of the defective product and the access code. Initially, the access code can be obtained by calling toll-free **(800) 969 3299**.

This service policy takes effect as of March 17, 2003

John Burek  
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Panasonic