

# Panasonic Warranty

## Broadcast & Professional Video

### - Panasonic AVCCAM 3 Year Warranty Program - (3 Year Warranty = 1 year Limited Warranty + 2 year Extended Warranty)



# AVCCAM

This document must be read in conjunction with the standard Broadcast & Professional Video - 12 Month Warranty document (PRO-031-F19)

1. Products<sup>1</sup> identified as eligible, will qualify for a free 2 year extended warranty at the conclusion of the first year Limited Warranty<sup>2</sup>. To be eligible, you must register online at [http://panasonic.biz/sav/pass\\_e](http://panasonic.biz/sav/pass_e) within 30 days of the purchase date. After successful registration, you will receive confirmation via email which will include your PASS (P2 Asset Support System) "Registration Notice".
2. Subject to the conditions of this warranty 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, the product is found to be faulty within the warranty period.
3. This warranty only applies to Panasonic products purchased in Australia and sold by Panasonic Australia or its Authorised Distributors or Dealers. Warranty cover only applies to service carried out by a Panasonic Authorised Service Centre and only if valid **Proof of Purchase** and a **PASS Registration Notice** are 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 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.
5. The Optical sensor and Lens Unit are only eligible for 1 year extended warranty.
6. LCD panels, Fans, AC Adapters, Battery Chargers and optional accessories do not qualify for this extended warranty offer.
7. Outer casing parts including handle, terminals, as well as plastic and rubber parts that will deteriorate by aging are also excluded. (Please refer to "Consumable Parts List" which can be found at website [http://panasonic.biz/sav/pass\\_e](http://panasonic.biz/sav/pass_e) for more details).
8. The warranties hereby conferred do not extend to, and exclude any costs associated with the installation, de-installation or re-installation of a product, 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..
9. Panasonic Australia shall not be liable for any incidental, indirect or consequential damages (including, without limitation, damage to an SD Card) resulting from the use of this products or arising out of any breach of the warranty.

<sup>1</sup> An up to date list of applicable products and models covered by the AVCCAM 3 Year Warranty Program, can be found at the: [http://panasonic.biz/sav/pass\\_e](http://panasonic.biz/sav/pass_e) website.

<sup>2</sup> Details of Panasonic's Broadcast & Professional Video limited warranty can be found at [www.panasonic.com.au](http://www.panasonic.com.au)

**If you require assistance regarding warranty, please phone the Broadcast Support Line on  
1300-664-525 or email [broadcastsupport@au.panasonic.com](mailto:broadcastsupport@au.panasonic.com)**

## Panasonic Australia Pty. Limited

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