

# Panasonic Warranty

## Small Home Appliances 24 Month Warranty from Date of Purchase (“Warranty Period”)

Irons, Steam Generators, Vacuum Cleaners and Air Purifiers.

1. This warranty does not exclude, restrict or modify in any way other rights and remedies under the law which relates to the product, including any non-excludable statutory guarantees in Australia.
2. Subject to the conditions of this warranty and during the Warranty Period, 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.
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. Warranty cover only applies to 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 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 domestic use only and does not cover damage, malfunction or failure resulting from:
  - (a) misuse, abuse, neglect, accidental damage or modifications;
  - (b) infestation by insects or vermin;
  - (c) incorrect installation, assembly, improper voltage, or mains supply problems;
  - (d) natural disaster or acts of God (e.g. lightning, flood, fire, earthquakes etc);
  - (e) rust or damage caused by exposure to abnormally corrosive conditions;
  - (f) an accessory, component or other equipment not supplied by Panasonic Australia;
  - (g) improper maintenance by the customer (refer to the maintenance section of the Operating Instructions) which includes but is not limited to the failure to undertake the following actions:
    - (i) regular cleaning; and
    - (ii) where filters are included, regular cleaning and replacement of filters where necessary, ensuring the air inlet and outlet panel is kept clear of any obstructions and dirt, and
    - (iii) operation of the product when the filter(s) is removed and not replaced or incorrectly replaced.
  - (h) incorrect operation of the product; and
  - (i) where no actual fault of the product is determined to have occurred, during a customer-initiated service call, and where the perceived problem is explained within the Operating Instructions (including the troubleshooting section) warranty service is not applicable.
5. This warranty does not cover the following items unless the fault or defect existed at the time of purchase:
  - (a) Casing Parts
  - (b) Noise or vibration that is considered normal
  - (c) User replaceable Batteries
  - (d) Filters and bags
6. You will be responsible for costs associated with making the warranty claim where there are costs associated with shipping or handling or travelling outside of the area normally serviced by Panasonic or any repair agent authorised by Panasonic.
7. To the extent permitted by law and subject to your non-excludable statutory rights and guarantees, Panasonic excludes all warranties and liabilities (other than those contained in this warranty) including any liability for loss or damage whether direct or indirect arising from your purchase, use or non-use of the product.
8. In addition to your rights under this warranty, Panasonic products come with consumer guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any reasonably foreseeable loss or damage. You are also entitled to have the product repaired or replaced if the product fails to be of an acceptable quality and the failure does not amount to a major failure.
9. To claim warranty service, when required, you should:
  - Contact Panasonic’s Customer Care Centre on 132 600 for Authorised Service Centre information
  - Send or take the product to a Panasonic Authorised Service Centre together with your purchase receipt as a proof of purchase date.

**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 **132 600**  
***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)