

# Panasonic Warranty

## PAC Air Conditioners 5 Year warranty from date of purchase

1. Subject to the conditions of this warranty, Panasonic New Zealand or its Authorised Service Centre will perform necessary service on the product without charge for parts or labour if, in the opinion of Panasonic New Zealand or its Authorised Service Centre, the product is found to be defective by reason of faulty workmanship or materials.
2. This warranty only applies to Panasonic products purchased in New Zealand and sold by Panasonic New Zealand or its authorised Distributors or Dealers and only where the product is used and serviced within New Zealand. Warranty cover only applies to service carried out by a Panasonic New Zealand approved Service Centre and only if valid proof of purchase is presented when warranty service is requested.
3. This warranty only applies if the product has been installed by a licensed tradesperson, commissioned and signed off by a Panasonic New Zealand Technical representative or authorised contractor and 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 New Zealand).
4. This warranty only covers use of the product where the climatic comfort of humans is the primary function (i.e. not primarily for climatic control of electronic or mechanical equipment) and excludes damage, malfunction or failure resulting from:
5. **Warranty Exclusions`**
  - (a) Acts of God, misuse, negligence, natural disaster. (i.e. Hail, Lightning, Flood, Fire etc)
  - (b) Rust or damage caused by a corrosive atmosphere. (i.e. Salt and Sulphur)
  - (c) Where serviced by an unauthorised centre without permission from Panasonic New Zealand Ltd.
  - (d) Where the system is installed incorrectly, or by unqualified persons.
  - (e) Where system has not been commissioned and signed off by Panasonic New Zealand Technical staff or an authorised representative.
  - (f) Failure due to improper or faulty installation.
  - (g) Failure due to improper maintenance by customer. (Refer to maintenance section of Operating Instructions)
  - (h) No fault found service calls where the perceived problem is explained within the Operating Instructions or the trouble shooting section of the Operating Instructions.
  - (i) Costs associated with delivery, handling, freighting or damage to the product in transit.
  - (j) Equipment installed in a mobile application. (e.g. boat)
  - (k) Consumable items. (e.g. Batteries and Filters)
  - (l) Any product imported other than by Panasonic New Zealand Limited.
  - (m) Any inflated labour costs or equipment costs associated with gaining access to equipment due to difficult situations and or restricted or unsafe locations. (e.g. Crane Hire)
  - (n) Operation outside of the operating conditions specified by Panasonic New Zealand Ltd or in an environment where the expected performance does not meet the primary design function of the equipment. (e.g. Glass Houses, Wine Cellars)
6. Service maybe refused if the unit is not installed in accordance with the relevant New Zealand standards, including but not limited to AS/NZS3000, AS/NZS3008 and AS/NZS1668
7. **If warranty service is required you should:**
  - (a) Contact the Panasonic Authorised Air Conditioning Dealer from where you purchased the product.
  - (b) Contact your nearest Panasonic Authorised Air Conditioning Service Agent.
  - (c) Provide a copy of your purchase receipt as proof of purchase date.
  - (d) Provide this warranty card with full details below.
  - (e) Note that home service is available within the normal operating hours and area of your Panasonic Authorised Air Conditioning Dealer/Service Agent and that service outside the normal operating area of the Panasonic Authorised Air Conditioning Dealer/Service Agent will incur a travelling fee from that Dealer/Service Agent. (Maximum of 50 km radius)

Unless otherwise specified to the consumer the benefits conferred by this express warranty are additional to any consumer protection provisions contained in New Zealand Government legislation and all other obligations and liabilities on the part of the manufacturer or supplier and nothing contained herein shall restrict or modify such rights, remedies, obligations or liabilities.

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 New Zealand 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 FORM AND THE PURCHASE DOCKET (OR SIMILAR PROOF OF PURCHASE)  
SHOULD BE RETAINED BY THE CUSTOMER AT ALL TIMES**

Please fill out the details on the reverse of this form for reference should warranty or service be required.

If you require any assistance regarding warranty conditions, or any other enquiries, please contact:

PANASONIC NEW ZEALAND LTD, CUSTOMER CARE CENTRE

Phone (09) 272 0100, Fax (09) 272 0137, E-mail: [customersupport@nz.panasonic.com](mailto:customersupport@nz.panasonic.com)

18 Sir Woolf Fisher Drive, Highbrook, East Tamaki 2013 | Private Bag 14911, Panmure, Auckland

Purchase Date

Installer

Installers Address

Site Reference Name

Address

Phone No

Outdoor Model No's.

Outdoor Serial No's.

Indoor Model No's.

Indoor Serial No's.

<b>Date of Replacement:</b> /        /		<b>Service Company Job No:</b>	
<b>Service Company:</b> <b>Address:</b> _____ _____ <b>Phone:</b> <b>Email:</b>		<b>Serviceman Name:</b> <b>Mobile Phone No:</b>  <b>Panasonic Auth No:</b>  <i>(Only necessary if been issued by PNZ for particular job.)</i>	
<b>Date of Sale / Install:</b> /        /		<b>Date of Failure:</b> /        /	
<b>Fault Description / Fault Code:</b>		<b>Repair Diagnosis Summary:</b>	
<b>Part No's Used:</b> (Part No. on packing slip)	<b>Part Description:</b>		<b>Panasonic Invoice / Packing note:</b>
<b>Defective Part No.</b> (e.g. ARW51H8P30AC)		<b>Defective Part Lot No.</b> (e.g. 7Y19CG or SE26BC )	
<b>Defective Part Serial No.</b> (e.g. R10DHC0056730 )		<b>Replacement Part Serial No.</b> (e.g. R10DUC1024366)	

Charges	Qty	Unit Price (\$)	Total (\$)
Travel (Km)			
Labour (Hours)			
Parts & Misc. Materials			

## Panasonic Warranty Claim Form Procedure

Panasonic NZ authorised companies who carry out completed service work for genuine manufacturing defects covered by Panasonic NZ warranty conditions are required to provide information as stated on our warranty claim form.

Please complete the form in full and return with your tax invoice and service report within 30 days of the repair completion date.

This will ensure the accurate timely processing and approval of all warranty invoices for the prompt payment of all fair and reasonable repair costs.

Incomplete claims may be rejected or payment delayed.

The warranty conditions are subject to the correct application, installation, maintenance and operation as per Panasonic NZ instruction manuals, EECA's Good Practice Guide to Heat Pump Installation and any New Zealand law and local body regulations that may apply using best working trade practices.

Please retain any defective parts replaced and reference them to your customer's name and job no. until you have received confirmation of payment before disposal unless otherwise contacted by Panasonic NZ to return.

Failure to present a defective part upon request may result in rejection of the claim.

**Note: All** indoor/outdoor fan motors replaced under warranty require the part number and 6 digit Lot number from defective motor to be noted on the warranty form.

The owner is responsible for correct operation and regular maintenance of the equipment as instructed by the installer/dealer in accordance with Panasonic NZ operating instructions to ensure validation of the warranty.

Panasonic NZ has the right to repair or replace the product at our discretion under the warranty conditions within a reasonable and reliable timeframe.

Please post your completed warranty claim form together with your company tax invoice, service report, Panasonic NZ parts invoice, Compressor Replacement Form to: -

**Warranty Claims**  
**Panasonic NZ Ltd.**  
**Private Bag 14911**  
**Panmure**  
**Auckland**

**Technical Support Domestic RAC: - Single Split Hi-Wall, Floor Mount, Multi-Split, Mini Ducted/Cassette**  
**Models: - CS/CU-Exxxxx**

Dean Larsen - Ph. 09 272 0215, Mobile 021 272 0215

Email: [dean.larsen@nz.panasonic.com](mailto:dean.larsen@nz.panasonic.com)

**Technical Support Commercial Air Con CAC: - Large Cassette, Ducted, Under Ceiling, VRF**

Patrick Brydon – Ph. 09 272 0242, Mobile 021 272 0242

Email: [patrick.brydon@nz.panasonic.com](mailto:patrick.brydon@nz.panasonic.com)

**Customer Care Centre: - Ph. 09 272 0178**

Email: [customersupport@nz.panasonic.com](mailto:customersupport@nz.panasonic.com)

**Spare Parts Dept: - Ph. 09 272 0262**

Email: [spareparts@nz.panasonic.com](mailto:spareparts@nz.panasonic.com)