

# PRODUCT WARRANTY TERMS AND CONDITIONS

The warranty period for Panasonic products begins from the date of purchase. This warranty applies to all products sold by Panasonic Manufacturing Philippines Corporation (PMPC) within the Philippines only. Customers must present proof of purchase to avail themselves of the product warranty.

The warranty applies if the defective product has been inspected by a customer service representative of PMPC or any Panasonic Authorized Service Center (PASC).



Register the product warranty within one (1) month of the purchase date. Visit the Panasonic Customer Portal at [www.panasonic.com/ph/support](http://www.panasonic.com/ph/support) or scan the QR code.

Refrigerators		Air Conditioners		Washing Machines
<b>No-Frost Models (Inverter)</b> <ul style="list-style-type: none"> <li>One (1) year for parts and labor</li> <li>Twelve (12) years for compressor</li> </ul> <b>For 7cu.ft. (200L) :</b> <ul style="list-style-type: none"> <li>One (1) year for parts and labor</li> <li>Five (5) years for compressor</li> </ul>	<b>Direct-Cool Models (Non-inverter)</b> <ul style="list-style-type: none"> <li>One (1) year for parts and labor</li> <li>Five (5) years for compressor</li> </ul>	<b>Window-Type Models</b> <ul style="list-style-type: none"> <li>One (1) year for parts and labor</li> <li>Three (3) years PCB (Indoor &amp; Outdoor)*</li> <li>Twelve (12) years for compressor*</li> </ul>	<b>Fully-Automatic Models (Top Load/Front Load)</b> <ul style="list-style-type: none"> <li>One (1) year for parts and labor</li> <li>Twelve (12) years for wash motor</li> </ul>	
<b>Direct-Cool Models (Inverter)</b> <ul style="list-style-type: none"> <li>One (1) year for parts and labor</li> <li>Five (5) years for compressor</li> </ul>	<b>Direct-Cool Business Models (Inverter) (ASENSO-REF)</b> <ul style="list-style-type: none"> <li>Three (3) years for parts and labor</li> <li>Twelve (12) years for compressor</li> </ul>	<b>Split Type and Commercial Models</b> <ul style="list-style-type: none"> <li>One (1) year for parts and labor</li> <li>Three (3) years PCB (Indoor &amp; Outdoor)*</li> <li>Twelve (12) years for compressor*</li> </ul>	<b>Manual Models (Single Tub / Twin Tub)</b> <ul style="list-style-type: none"> <li>One (1) year for parts and labor</li> </ul>	
<b>Freezers</b>				
<b>Direct-Cool Models (Non-Inverter)</b> <ul style="list-style-type: none"> <li>One (1) year for parts and labor</li> <li>Five (5) years for compressor</li> </ul>	<b>Direct-Cool Models (Inverter) (ASENSO-FREEZER)</b> <ul style="list-style-type: none"> <li>Three (3) years for parts and labor</li> <li>Twelve (12) years for compressor</li> </ul>	<i>*units purchased before February 15, 2024: one (1) year for parts and labor, and five (5) years for compressor.</i>		
<b>Tumble Dryer</b>				
<ul style="list-style-type: none"> <li>One (1) year for parts and labor</li> </ul>				

It is recommended to consult PASC about installation conditions for window type models. For split type and commercial models, authorized installers or PASC should survey, install, clean, maintain the unit, otherwise warranty will be NULL and VOID.

Electric Fans	Personal Care	System Solutions	AV Products
<b>AC Motor Models</b> <ul style="list-style-type: none"> <li>One (1) year for parts and labor</li> <li>Three (3) years for motor</li> </ul>	<b>Hair Care</b> <ul style="list-style-type: none"> <li>Two (2) years for parts and labor</li> </ul>	<b>LCD Projector and DLP Projector</b> <ul style="list-style-type: none"> <li>Three (3) years for parts and labor</li> </ul>	<b>Television</b> <ul style="list-style-type: none"> <li>Two (2) year for parts and labor</li> </ul>
<b>DC Motor Models</b> <ul style="list-style-type: none"> <li>One (1) year for parts and labor</li> <li>Five (5) years for motor</li> </ul>		<i>*1 year for the rest of Personal Care (Facial Care &amp; Men's Grooming).</i>	<b>CCTV, Flat Panel Display, High Speed Scanner, HD Visual Conference, Video Intercom System</b> <ul style="list-style-type: none"> <li>Three (3) years for parts and labor</li> </ul>
<b>Digital Still Camera, Digital Video Camera</b> <ul style="list-style-type: none"> <li>Two (2) years for parts and labor</li> <li>* 1 year for camera lenses.</li> </ul>			

Other Consumer Products
<ul style="list-style-type: none"> <li>One (1) year for parts and labor</li> </ul>

For the compressor and motor warranty, expendable items such as refrigerant, external overload protector, fuse, relay, filter drier, labor, and transportation cost are excluded.

The warranty is not transferrable and does not apply to damages caused by ants, rodents, insects and arising from accidents, improper installation of units, improper use and abuse, natural disaster such as typhoon, flood, lightning, earthquake, surge current, voltage fluctuation, among others and from failure to follow operating instruction and specification provided. The units are not recommended to be operated with the use of generator set. If the use of generator set is deemed necessary as back-up source of power, it should be operated at the ALLOWABLE VOLTAGE CONDITION of 207–253 volts/ 60 Hz ONLY.

If the serial number is removed, obliterated, and defaced, or the unit is installed faultily, tampered with or altered by anyone other than a duly authorized service personnel of PMPC or its PASC, this warranty will be considered NULL AND VOID.

Supplied or external accessories indicated in the operation instruction are excluded from this warranty. Exterior surface, paint finish, light bulb, glass shelves, and all other surface parts damaged due to mishandling by the user are excluded from this warranty.