

Panasonic Warranty

Built In Kitchen Appliances 24 Month Warranty from Date of Purchase Whiteware Appliances 24 Month Warranty from Date of Purchase

1. 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.
2. Washing machines, refrigerators and dryers from Panasonic are supplied with the following warranty conditions:
 - (a) Two years (or 24 months) parts and labour; and;
 - (b) An additional ten years (or 120 months) parts only limited warranty on the Brushless Drum Motor and Compressors
3. 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 products are used and serviced within New Zealand 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 installed and used in accordance with the manufacture'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 use of incorrect voltages, incorrect installation, accident, misuse, neglect, build-up of dirt or dust, abuse, maladjustment of customer controls, mains supply problems, thunderstorm activity, infestation by insects or vermin, tampering or repair by unauthorised persons (including unauthorised alterations), exposure to abnormally corrosive conditions or any foreign object or matter having entered the product.
5. This warranty does not cover the following items unless the fault or defect existed at the time of purchase:
 - (a) Cabinet Parts
 - (b) Microwave Oven cook plates
 - (c) Noise or vibration that is considered normal
 - (d) Correcting the installation (e.g. removal of transit bolts and packaging, levelling and locking feet) and repairing damage to the appliance or property due to poor installation
 - (e) Damage caused by water pressure exceeding 1MPa
 - (f) Water on floor due to incorrect loading, excessive suds, foreign matter on door seals such as hair and lint
 - (g) Replaceable lint filters
 - (h) Blocked pumps and removable filters, removal of foreign objects from the machine (e.g. bra wires, bread tags, nails, screws, coins, grit etc.) and repairs for any damages caused by such foreign objects
 - (i) Defects that arise from the lack of maintenance cleaning of items such as lint filters, pump filters, and recommended bowl cleaning washes, as examples
 - (j) Damage to surfaces caused by liquid or solid spillages, impact or lack of maintenance and using cleaning products other than that recommended in the operating instructions
 - (k) Consumables (light bulbs, filters etc.)
6. To claim warranty service, when required, you should:
 - Telephone Panasonic's Customer Care Centre on 09 272 0178 or visit our website referred to below and use the Service Centre Locator for the name/address of the nearest Authorised Service Centre.
 - Send or take the product to a Panasonic Authorised Service Centre together with your proof of purchase receipt as a proof of purchase date. Please note that freight and insurance to and / or from your nearest Authorised Service Centre must be arranged by you.
7. The warranties hereby conferred do not extend to, and exclude, any costs associated with the installation, de-installation or re-installation of a product, including costs related to the mounting, de-mounting or remounting of any screen, (and any other ancillary activities), 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 any reason of, during, associated with, or related to such installation, de-installation, re-installation or transit.

Panasonic Authorised Service Centres are located in major metropolitan areas and most regional centres of New Zealand, however, coverage will vary dependant on product. For advice on exact Authorised Service Centre locations for your product, please telephone our customer Care Centre on 09 272 0178 or visit our website and use the Service Centre locator.

Unless otherwise specified to the consumer the benefits conferred by this express warranty are additional to all other conditions, warranties, guarantees, rights and remedies expressed or implied by the Consumer Guarantees Act of New Zealand 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 and liabilities.

**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 New Zealand website www.panasonic.co.nz or contact by phone on **09 272 0178**
If phoning in, please ensure you have your operating instructions available.

Panasonic New Zealand Customer Care Centre

Phone: 09 272 0178

Fax: 09 272 0129

Email: customerservice@nz.panasonic.com

Website: www.panasonic.co.nz/support

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