

# Panasonic Warranty

## CO2 Hot Water Heat Pump units 7 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. Panasonic reserves the right to amend or replace the Warranty conditions and cover in order to comply with law regulations, industry guidance or codes of practice, rectify errors, introduce new Products of services and reflect any other changes in the scope or nature of the warranty. In that case Panasonic will provide a period of 30 days' notice and will published the new Warranty on the Panasonic Website.
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 product is used and serviced within New Zealand. The Warranty does not apply to any additional electrical and/or plumbing parts supplied by the Installer. 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.
4. 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).
5. To meet the requirements of the Standard Warranty, which is for seven years and covers parts only, the product must be installed, maintained and serviced annually by a suitably trained and qualified engineer and service records kept. Records of all maintenance must be kept and be available for inspection by Panasonic prior to any Panasonic service/repair Warranty work being carried out. Failure to maintain the system or keep adequate records of maintenance will invalidate the Warranty.
6. This warranty is for normal use only and excludes any defect or injury caused by or resulting from misuse, abuse, vandalism, neglect, accidental damage, improper voltage, improper installation, vermin infestation or any alteration which affects the reliability or performance of the unit, not attributable to faulty manufacture, parts and labour.
7. This Warranty is for domestic use of the hot water heating only installed in a domestic dwelling. Any application with hot water consumption above 700 L/day is considered NON domestic.
8. This Warranty resides with the Product and will remain with the Product, but is limited to the original site of installation in which the Product is installed, and applies to the original site and positioning of installation only ["Property"]. This Warranty may be transferred to a new Property owner, or user ["End User"]. provided the Product is not moved from the original site and positioning of installation, unless carried out by a Panasonic approved Installer. This Warranty is offered on the condition that the Product is properly maintained in accordance with Panasonic Maintenance Guidelines as published in the Instruction Manual.
9. The warranties cover breakdowns due to initial manufacturing defect of the Product only and covers the costs for spare parts and fixed labour allowance relevant to the item repaired. The labour allowance is up to a maximum amount of an equivalent replacement of the Product.
10. All electrical wiring, piping and ancillary installation, must be carried out in accordance with the local regulations. Failure to meet the minimum legislative requirements/ domestic compliance guidelines will invalidate the Warranty.
11. Suitable isolation must be provided to allow safe working of the Product in the event of a failure. Panasonic will not be held responsible for a system that cannot be suitably and safely isolated in order to carry out and inspection or affect a repair.
12. Panasonic reserves the right to refuse to carry out any reparations and/or works deemed unsafe due to lack of suitable isolation, and may recover costs for an aborted visit.
13. The unit is designed for use in an open water system, which if not properly maintained may lead to excessive corrosion of the water piping and risk of incubating bacteria colonies, particularly Legionella, in water.
14. All Panasonic heat pump hot water system must be installed in accordance with Manufacturer's Installation Instructions and in Accordance with local regulations, municipal building codes and current AS/NZS 3000, AS/NZS 3500, AS 3498 and AS/NZS 5601.
15. The integration with tank and controller should follow the instructions in the installation manual.
16. The operational conditions should not exceed from those specified in the installation manual (i.e. -10 to 43°C).
17. The storage tank MUST have a 850 kPa PTRV installed; while the main cold pressure to the hot water system is limited by a 500 kPa PLV.
18. Electricity supply to the heat pump unit must be accordance with the relevant New Zealand standards as well as guidelines in the installation manual (i.e. 230 V supply and 20 A circuit breaker)
19. An external controller MUST be connected to the heat pump unit that controls the operation of heat pump. Note that an external controller is integrating the storage tank and heat pump unit.
20. If non-brass metallic piping is used for installation, make sure to insulate the piping to prevent galvanic corrosion.
21. Specifications of fresh water used in internal heat exchanger must meet below requirements failure to do so could lead to the unit becoming blocked or damaged:

## Water Quality Requirements for Panasonic Hot Water Heat Pump Installation

<b>Total Dissolved Solids</b>	< 600 mg/L or ppm
<b>Total Hardness (CaCO<sub>3</sub>)</b>	< 200 mg/L or ppm
<b>Electrical Conductivity</b>	850 µS/cm
<b>Chloride</b>	< 300 mg/L or ppm
<b>pH Level</b>	Min 6.5 to Max. 8.5
<b>Magnesium</b>	< 10 mg/L or ppm
<b>Sodium</b>	< 150 mg/L or ppm
<b>Iron</b>	< 1mg/L or ppm
<b>Alkalinity (as CaCO<sub>3</sub>)</b>	< 200 mg/L or ppm
<b>Dissolved (free) CO<sub>2</sub></b>	< 25 mg/L or ppm

(i)

22. If Reclaim Energy glass-lined storage vessels are used, they are covered by the same warranty. This warranty shall not apply to such Unit or part thereof, which has been the subject of fixed temperature settings in excess of 80°C, or if any repairs have been made by any person not approved by Reclaim Energy.

### 23. Warranty Exclusions

Panasonic accepts no liability for:

- (a) The workmanship of the Installer. All Installers including PRO Partners are independent of Panasonic and any cause of action for Installation shall not be against Panasonic but against the individual Installers. For the avoidance of doubt, Panasonic is not liable for any pipework, connections, ancillary equipment or controls that are connected to the Product that are not supplied by Panasonic.
- (b) Parts subject to wear and tear [included but not limited to, filters, glycol, inhibitors, electrodes, anodes, batteries, fuses, gaskets and sealing materials). Which are to be replaced during service work according to the details of the manufacturer guidelines.
- (c) Failure due to excessive dirt, dust or materials affecting the normal operation of the system.
- (d) Failure of third party equipment resulting in a defect or failure within the product;
- (e) Element failure due to scale build-up
- (f) Freezing in regions with minimum temperatures below -10 C
- (g) Environmental conditions or pollutants resulting in excessive degradation of the Product materials [including but not limited to; rust, coil failure, electrical sheathing)
- (h) Incorrect selection or erection of equipment, incorrect fixtures and fittings, unsuitable electrical protective devices or wiring systems, unstable or unsuitable mounting locations and insufficient access for maintenance or repair.
- (i) Repairs of purely visual faults, which does not affect the functionality of the devices [e .g. scratches and signs of wear). unless advised at the time of installation and where there is clear evidence of transport damage not identified at the time of delivery [additional proofs may be required)
- (j) Damages caused by improper or deliberate action [including but not limited to filling of the respective Product with contaminated liquids or gases, or operating substances not considered by the manufacturer)
- (k) Failure due to the incorrect or unstable electrical supply [including temporary supplies from generators];
- (l) Faults resulting from an alteration to the original design of the Product
- (m) Acts of God, misuse, negligence, natural disaster. (i.e. Hail, Lightning, Flood, Fire etc)
- (n) Rust or damage caused by a corrosive atmosphere. (i.e. Salt and Sulphur)
- (o) Where serviced by an unauthorised centre without permission from Panasonic New Zealand Ltd.
- (p) Where the system is installed incorrectly, or by unqualified persons.
- (q) Where system has not been commissioned and signed off by Panasonic New Zealand Technical staff or an authorised representative.
- (r) Failure due to improper or faulty installation.
- (s) Any consequential loss or damage or any incidental expenses resulting from any breach of this warranty, including but not limited to, claims for damage to buildings, roofs, ceilings, walls, foundations, gardens, personal belonging or household effects, fixtures and fittings, or any other consequential loss, damage or inconvenience, either directly or indirectly due to leakage from the Panasonic domestic hot water system or component(s) in domestic use or any other matter related to the system or its operation.
- (t) Water leaks or damages caused by the incorrect installation of the system.
- (u) Leaks or water damage caused by components not supplied from Panasonic New Zealand
- (v) Damages to Panasonic product caused by excess water pressure above system installation guidelines. Systems must be protected by a pressure release system such as the tanks cold water expansion and TPR valves or open vented in the case of low pressure systems. The valves should be checked regularly as per the manufacturer instructions.
- (w) Operation of the system not connected to a water supply.
- (x) Pressure damage caused by running the system with isolation valves turned off.
- (y) Any costs associated with loss in performance, or efficiency less than expected at time of sale.
- (z) Failure due to improper maintenance by customer. (Refer to maintenance section of Operating Instructions)

- (aa) No fault found service calls where the perceived problem is explained within the Operating Instructions or the trouble shooting section of the Operating Instructions.
- (bb) Costs associated with delivery, handling, freighting or damage to the product in transit.
- (cc) Equipment installed in a mobile application. (e.g. boat)
- (dd) Equipment which has been re-installed at a location other than the original location.
- (ee) Consumable items. (e.g. Batteries and Filters)
- (ff) Any product imported other than by Panasonic New Zealand Limited.
- (gg) 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)
- (hh) 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)

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

**24. If warranty service is required you should:**

- (ii) Contact the Panasonic Authorised Air Conditioning Dealer from where you purchased the product.
- (jj) Contact your nearest Panasonic Authorised Air Conditioning Service Agent.
- (kk) Provide a copy of your purchase receipt as proof of purchase date.
- (ll) Provide this warranty card with full details below.
- (mm) 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

<b>Date of Replacement:</b> /        /		<b>Service Company Job No:</b>	
<b>Service Company:</b> <b>Address:</b> _____ _____		<b>Serviceman Name:</b> <b>Mobile Phone No:</b>	
<b>Phone:</b> <b>Email:</b>		<b>Panasonic Auth No:</b>  <i>(Only necessary if been issued by PNZ for particular job.)</i>	
<b>Model:</b>		<b>Serial Number:</b>	
<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>Charges</b>	<b>Qty</b>	<b>Unit Price (\$)</b>	<b>Total (\$)</b>
<b>Travel (Km)</b>			
<b>Labour (Hours)</b>			
<b>Parts &amp; Misc. Materials</b>			

# **Panasonic** AIR CONDITIONING

## **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 maybe 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 & CO2: - Single Split Hi-Wall, Floor Mount, Multi-Split, Mini Ducted/Cassette and Hot Water Heat Pump**

**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 & A2W: - Large Cassette, Ducted, Under Ceiling, VRF and Air to Water**

Adam Sharples – Ph. 09 272 0242, Mobile 021 272 0242

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