

Warranty for Professional Security Products

Thank you for purchasing Panasonic professional Security Products (the “Product”) which are covered by this Warranty. This Warranty is an addition to, and does not in any way affect, any statutory or other rights of consumer purchasers. The Warranty exists in addition to the statutory and/or contractual dealer Warranty and does not at all restrict your rights as a buyer out of such Warranty.

Products covered & Warranty Period

- This Warranty covers Panasonic Video Surveillance (CCTV), Video Intercom, Access Control and Fire Alarm products. The standard Warranty period is 3 (three) years except as set out in Warranty Exclusions shown below. The Warranty commences from the original date of sale to the first end user.

Warranty Cover

- The Warranty covers breakdowns due to initial manufacturing defects or design faults of the Products. During the Warranty Period, Panasonic will at its sole discretion, repair or exchange any faulty product with a service exchange unit or comparable refurbished product. Any exchanged product or parts replaced under this Warranty become the property of Panasonic.
- Your sole and exclusive remedy against Panasonic under this Warranty is for the repair of the product or any parts (or, at Panasonic’s discretion, replacement of the Product or any defective part or parts thereof or a total or partial refund). No other remedy, including, without limitation, any claim for incidental or consequential damage or loss of whatsoever nature, shall be available to the purchaser.

Obtaining Warranty Service

- If your Product should fail, please first check the “Trouble-Shooting” section of your product’s Operating Instructions. If you consider the product to be defective, in the first instance please contact your original Installer or Maintenance provider. Alternatively, you can visit our website <http://business.panasonic.co.uk/security-solutions/service-and-downloads> for contact details.
- When arranging a Warranty repair, the Service Centre will ask you to provide proof of purchase and the original installation date. Please provide accurate fault details for the Product. If fault details are not known, the Product will be thoroughly checked and tested. If no fault is apparent, it will be returned. We reserve the right to charge a handling charge for any Product where no fault is apparent.
- Panasonic will arrange to collect the faulty product from the Customer premises (excluding overseas islands). We will be responsible for parts and labour costs to repair the item and return it to the Customer. Panasonic will not be responsible for any additional engineering costs incurred in removing or re-installing Products on site.
- Where Products require regular servicing or maintenance, this must be carried out according to Panasonic’s recommendations by an authorised Panasonic Security Service Centre. Regular service or maintenance is not covered under this Warranty.

Warranty Exceptions and Exclusions:

1. **Incorrect Use and Installation:** Defects resulting from failure to use the product in accordance with the operating, or installation instructions or non-compliance with the technical and/or safety standards of the country where the product is used, or modification or service by anyone other than an authorised Panasonic Security Service Centre, are not covered under this Warranty.

2. **Accidents and Acts of God:** The Warranty does not cover damage, which occurs in transit (unless arranged for by Panasonic, but excluding damage caused by insufficient packaging) or by wear and tear or failures, which result from accident, abuse, improper use or installation, neglect, or damage that is attributable to acts of God.
3. **Dome Cameras:** Electrical slip ring contacts, pan/ tilt and lens motors and lens assemblies are limited to a 1 (one) year parts and labour Warranty.
4. **Display & Imaging Devices:** Failures in camera image sensor or display picture elements (pixels), resulting from "image burn" or Laser Damage are not covered under Warranty.
5. **Hard Disk Drives:** These should be replaced when they have reached the number of hours specified in the recorder installation or operating manual. Hard Drives are mechanical devices and subsequently may encounter failures due to normal wear and tear. Hard disk drives supplied by Panasonic will be covered by the original manufacturers' Warranty period.
6. **Optical Media Drives: (example CD or DVD drives)** are mechanical devices and may encounter failure due to normal wear and tear. The Warranty is therefore limited to a 1 (one) year parts and labour Warranty.
7. **Software:** All software supplied by Panasonic is subject to a site specific Support Agreement and is therefore excluded from this Warranty.
8. **Non Panasonic Products:** Any third party non Panasonic product supplied by Panasonic will be covered by the original manufacturer's Warranty period.
9. **Consumables:** Any products or parts which have a limited natural life or which is consumable, such as but not limited to batteries, are excluded from this Warranty.

Countries covered by the Warranty

- This Warranty is valid in the territories of the European Union, European Economic Area, Albania, Andorra, Bosnia and Herzegovina, Kosovo, Former Yugoslav Republic of Macedonia, Montenegro, Serbia, Switzerland, Monaco and San Marino for products purchased and used solely within these countries, and which originally have been put on the market in any of these countries by a company within the Panasonic Group.
- If the Product is not normally marketed by Panasonic in the country where used, the Warranty repair service may have to be executed by obtaining spare parts from the country where the Product was originally marketed, or it may be necessary to have the Warranty repair service executed in the country where the Product was originally marketed. Any necessary transportation, both of the Product and of any spare parts, will be at your risk and expense, and there may be a consequent delay in the repair service. If the country of use is different to the country of purchase, service will be provided in accordance with the terms and conditions applicable in the country of use, except where the guarantee period in the country of purchase is longer than that in the country of use, in which case the guarantee period shall be that in the country of purchase.

General

- This Warranty and any dispute or claim arising out of or in connection with it or its formation shall be governed by and construed in accordance with German Law. The courts of Hamburg, Germany shall have exclusive jurisdiction to settle any dispute or claims arising out of this Warranty or in connection with it or its formation.
- In this Warranty, "Panasonic" means the company identified below.

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