

Pan European Guarantee for Professional Projectors

CONDITIONS OF GUARANTEE APPLICABLE IN

European Union, European Economic Area, Albania, Andorra, Bosnia and Herzegovina, Kosovo, Former Yugoslav Republic of Macedonia, Monaco, Montenegro, San Marino, Serbia and Switzerland.

Thank you for purchasing a Panasonic professional projector (the "Product") which is covered by this Guarantee.

1. This Guarantee covers all professional projectors which are used in the countries listed above. The Guarantee exists in addition to the statutory and/or contractual dealer warranty and does not in any way restrict your rights as a buyer out of such warranty or under any applicable consumer protection law.
2. The guarantee period applicable to all appliances shall be 36 months from date of purchase, except as shown in Clause 10 below. It is a condition of the Guarantee that the original sales receipt be presented showing the date of purchase.
3. During the guarantee period Panasonic will repair the product free of charge or replace defective parts. At its option, Panasonic may replace the product. Any exchanged product or parts replaced under this Guarantee become the property of Panasonic.
4. If, after repeated efforts, Panasonic is unable to restore the product to good working order, at Panasonic's discretion, Panasonic will replace the product with an identical or functionally equivalent product.
5. The purchaser's sole and exclusive remedy against Panasonic under this Guarantee 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.
6. Excluded from the Guarantee are:
 - (i) Any products or parts which have a limited natural life or which is consumable, such as but not limited to batteries (Lamps are covered in accordance with no 10 below.);
 - (ii) Defects resulting from failure to use the product in accordance with the operating instructions or the technical and/or safety standards of the country where the product is used;
 - (iii) Defects caused by accident, fire, neglect, misuse, wear and tear, improper use, improper installation, smoke/fog/haze contamination (see 10 b), laser burn, introduction of liquid or other foreign matter into the product or occurring during transportation to or from the purchaser; and
 - (iv) Defects caused by the use of non-Panasonic parts or accessories or caused by adjustment, repair, modification or dismantling by a person not so authorized by Panasonic.
7. In the unlikely event your product fails, please first check the "Trouble-Shooting" section of the Operating Instructions. If after checking the Operating Instructions, you consider that the product is defective, please contact promptly the authorized dealer that sold you the product or the nearest Panasonic service center, together with this Guarantee and proof of date of purchase. Details of authorized dealers and authorized service centers can be found on the Internet at: business.panasonic.eu
8. This Guarantee is only valid in the territories of the European Union, European Economic Area, Albania, Andorra, Bosnia and Herzegovina, Kosovo, Former Yugoslav Republic of Macedonia, Monaco, Montenegro, San Marino, Serbia and Switzerland 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.

9. 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.

10. Other:

- a) Lamps and "Solid Shine" light engine have a limited life. The lifetime is affected by certain environmental conditions such as temperature, switching the projector on and off, lamps usage hours and changing power modes (where applicable), therefore the guarantee period is limited to:
- I. The original (first) lamp for PT-F*** series projectors: three (3) years or 3,000 hours of use (whichever comes first from the date of purchase of the projector), if not used for more than 1,000 hours per year on average. Subsequent lamps retain the below conditions (see 10 II).
 - II. Lamps for other projectors: six (6) months or 500 hours of use (whichever comes first from the date of purchase of the projector or lamp).
 - III. 'Portrait mode' lamp has a limited life guarantee of 100 hours.
 - IV. The "Solid Shine" light engine used in Panasonic Lamp free projectors has a limited life. With the exception of models listed below (a / b) the operation of the original light source is guaranteed for either 20,000 hours or 3 years from the date of purchase, whichever comes first.

a - For the following model ranges: PT-RZ670, PT-RW630, PT-RZ470, PT-RW430, PT-RZ475, PT-RZ370, PT-RW330 and Spaceplayer PT-JW130, PT-JX200, the guarantee period is either 10,000 hours or 3 years from the date of purchase whichever comes first.

b – For models PT-RZ31K, PT-RS30K and PT-RQ32K, the guarantee period is either 20,000 hours consolidated runtime or 3 years whichever comes first.
For information on Consolidated Runtime, please refer to the operating manual provided with the product.

c – For models PT-RZ12K, PT-RS11K, PT-RQ13K, PT-RZ670 and PT-RW630, in the case that "Brightness Priority" (Rental mode) option is, or has been engaged the guarantee period for the original light source reduces to 2,500 hours or 3 years from the date of purchase whichever comes first.

- b) Smoke/fog/haze contamination resistance: This guarantee covers the use of projectors in environments with only water based fog or haze machines and models incorporating our hermetically sealed optical block technology (PT-RZ21K, PT-RQ22K, PT-RS20K).

11. This Guarantee 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 Guarantee or in connection with it or its formation.

12. In this Guarantee, "Panasonic" means the company identified below.

Panasonic Marketing Europe GmbH
Hagenauer Strasse 43,
65203 Wiesbaden,
Germany