

Panasonic Warranty

Personal / Notebook Computers - 36 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. This warranty only applies to Panasonic products purchased in Australia and sold by Panasonic Australia or its Authorised Distributors or Dealers and only where the products are used and serviced within Australia 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.
3. This warranty only applies if the product has 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). The warranty covers normal use only.
4. Toughbook/Toughpad accessories as packed in the original box such as (stylus, pens) are covered in warranty for 12 months from the date of purchase.
5. Batteries as packed in the original box are covered in warranty for 12 months from the date of purchase. A battery is considered good if it maintains 50% of its charge capacity during the warranty period.
6. Additional Accessories sold separate to the main Toughbook/Toughpad box are covered in warranty for 12 months.
7. Consumables are covered in warranty for 6 months.
8. This warranty does not cover any of the following:
 - **No Fault Found (NFF)**; any costs incurred where it is found that the Toughbook/Toughpad is functioning normally ("No Fault Found"). Panasonic reserves the right to charge the logistics cost and inspection fee for every NFF case directly to the customer.
 - **Negligence, abuse, misuse**; Abuse or misuse in respect of the Toughbook/Toughpad including but not limited to: 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.
 - **Tolerance on LCD defect**; The Warranty excludes 3 or less faulty pixels on screen.
 - **Wear and Tear**; The cost of remedying or making good solely due to:
 - Wear and Tear, gradual deterioration or oxidisation, gradually developing defects, cracks, flaws or fractures;
 - Scratching or chipping of any surfaces.
 - **Data**:
 - Loss of or damage to Internal Data. It is the customer's responsibility to backup all data from the hard disk drive before sending equipment for repair. If a problem is related to the HDD or SSD, or the HDD or SSD has to be replaced, Panasonic will only reload the factory pre-installed software for the product onto the replacement drive.
 - Loss of or damage to External Data carrying material and the value to you of data stored on your Toughbook/Toughpad device. External data carrying materials and any computer program or data information recorded thereon unless stated above.
 - Software and Settings; the costs of rectifying programming errors or design defects in software. The maladjustment of consumer controls such as function settings.

9. This warranty does not cover the following items unless the fault or defect existed at the time of purchase:
Software.
10. To claim warranty service, when required, you should: Check the Panasonic web site for latest warranty contact. Prepare purchase receipt as proof of purchase date and system serial number which will be required by the Authorised Service Centre.
11. The Warranty includes the repair or exchange of faulty parts within the product with items that are functionally equivalent to that as originally supplied or better – including new or refurbished parts or units – solely at Panasonic’s discretion.
12. Panasonic will arrange free pick up and return for approved warranty repairs within 50km of capital city locations. Please ensure your unit is properly packed for return to the service location.
13. 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 reason of, during, associated with, or related to such installation, de-installation, re-installation or transit.

In addition to your rights under this warranty, Panasonic products come with consumer guarantees that cannot be excluded under the Australian Consumer Law. If there is a major failure with the product, you can reject the product and elect to have a refund or to have the product replaced or if you wish you may elect to keep the goods and be compensated for the drop in value of the goods. You are also entitled to have the product repaired or replaced if the product fails to be of acceptable quality and the failure does not amount to a major failure.

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 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 PRODUCT IS NOT INTENDED FOR USE AS, OR AS PART OF, NUCLEAR EQUIPMENT/SYSTEMS, AIR TRAFFIC CONTROL EQUIPMENT/SYSTEMS, OR AIRCRAFT COCKPIT EQUIPMENT/SYSTEMS*1. PANASONIC WILL NOT BE RESPONSIBLE FOR ANY LIABILITY RESULTING FROM THE USE OF THIS PRODUCT ARISING OUT OF THE FOREGOING USES.

AIRCRAFT COCKPIT EQUIPMENT/SYSTEMS include Class2 Electrical Flight Bag (EF) Systems and Class1EFB Systems when used during critical phases of flight (eg during take-off and landing) and/or mounted onto the aircraft Class1 EFB Systems and 2 EFB Systems are defined by FAA; AC (Advisory Circular) 120-76A or JAA; JAA TGL, (Temporary Guidance Leaflets) No 3.

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 contact

Panasonic Australia by phone on **1300 227 987** or by emailing

PSSOCservicesupport@au.panasonic.com

Panasonic Australia Pty. Limited

ACN 001 592 187 ABN 83 001 592 187

1 Innovation Road, Macquarie Park NSW 2113

www.panasonic.com.au