

PANASONIC DLP SOLID STATE ILLUMINATION PROJECTORS
Limited Warranty Coverage

Panasonic Projector & Display Americas ("Panasonic") will repair the Professional Projector product ("Product") and its accessories with new or refurbished parts, free of charge in Canada, during the applicable warranty coverage period from the original date of purchase in the event of a defect in materials or workmanship.

Models or Parts	Part Warranty	Labor Warranty
1 Chip DLP	3 Years	
3 Chip DLP	3 Years	
Exceptions		
Illumination Parts 1 Chip DLP	3 Years or 12,000 Hours (Whichever comes first)	
Illumination Parts 3 Chip DLP	3 Years or Consolidated/Total Runtime* ¹ 20,000 Hours (Whichever comes first)	
Removable Lens, Input Signal Modules	1 Year	
All Panasonic accessories: e.g. mounting kit, cables, remote control, filter.	30 Days	None

*1 Models with consolidated runtime: Convert the total runtime of each model to the runtime with [NORMAL] mode. Customer can confirm the value of "consolidated runtime" in the STATUS menu.

Service Options

- Shipped in or carry-in service at Panasonic discretion within Canada can be obtained during the warranty period by contacting Panasonic's Technical Support Center at 1-855-639-9717 or via email at P-D_Service@ca.panasonic.com.
- For shipped-in service, Panasonic will provide inbound and outbound ping for products needing repair at our service center.
- For out-of-warranty products or in-warranty products submitted by customers outside of Canada, shipping arrangements and costs (both ways) are the customer's responsibility.
- Panasonic will not be responsible for any costs associated with determining the source of system problems or for removing the faulty product and installing a temporary product loaner.

Warranty Conditions (Eligibility)

- This warranty is extended only to the original purchaser and is nontransferable.
- A purchase receipt or other proof of the original purchase date will be required before warranty service is rendered.
- If the date of the original purchase cannot be satisfactorily determined, the date of manufacture based on the serial number of the unit will be deemed the effective date of the warranty.
- Laser usage hours recorded into projector memory need to be verified by Panasonic before warranty is granted.
- Panasonic reserves the right to audit and reject any warranty claim that cannot be substantiated.

Exclusions

This warranty only covers failures due to defects in materials or workmanship which occur during normal use of the product. It does not cover:

- Damage to the projector and its components which occur in shipping.
- Failures caused by products not supplied by Panasonic.
- Failures resulting from accident, misuse, abuse, neglect, mishandling, misapplication, alteration, modification, faulty installation, setup adjustments, improper antenna, inadequate signal pickup, maladjustment of user controls, improper operation, power line surge, improper voltage supply, lightning damage, smoke or chemical vapors contamination, air conditioning, humidity control, or other environmental conditions during operation or storage period.
- Failure to maintain the product in accordance with the applicable Operating Instructions.
- Service by anyone other than an authorized repair facility.
- Damage attributable to acts of violence, war, acts of God or force majeure.
- Damage caused by product installation not following the guidelines in the product's operating instructions.
- Units with defaced, modified, tampered with, or removed model and serial number labels.
- Failure of consumable parts affected by wear and tear.
- Reduction in brightness due to aging of illumination parts is considered normal and not a manufacturer's defect.

Limitations

PANASONIC SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, OR SPECIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSS OF DATA, LOSS OF PROFIT, LOSS OF REVENUE, OR LOSS OF BUSINESS OR GOODWILL, SUFFERED BY ANY PERSON, AND RESULTING FROM THE USE OF THIS PANASONIC PROFESSIONAL VIDEO PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY. ALL EXPRESS WARRANTIES SPECIFIED ABOVE ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Some Provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

If you have a problem with this product that is not handled to your satisfaction, please write to the Consumer Affairs Department at the Panasonic address indicated above.

Contact your Panasonic representative for services beyond this limited warranty.

