

Panasonic Warranty

Personal / Notebook Computers

1. The product is warranted for 36 months from the date of purchase. Subject to the conditions of this warranty Panasonic or its Authorised Toughbook 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 products 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 under normal use and reasonable care (in the opinion of Panasonic). The warranty covers normal use only and does not cover damage, malfunction or failure resulting from use of incorrect voltages, accident, misuse, neglect, build-up of dirt or dust, abuse, mis-adjustment 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.
4. This warranty does not cover the following items unless the fault or defect being complained of existed at the time of purchase: Software
5. Warranty on Toughbook accessories (stylus, pens, AC charger, combo drive, etc.) is twelve months from the date of purchase & three months for batteries, from time of purchase.
6. If warranty service is required you should:
 - Check the Panasonic web site for latest warranty contact <http://www.panasonic.com.au/toughbook>, use the 'Service Centres' Locator and call the National Service Centre number indicated.
 - Prepare purchase receipt as proof of purchase date and system serial number which will be required by the Authorised Service Centre.
7. The warranty excludes 3 or less faulty pixels on screen.
8. 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.
9. 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 hard disk drive, or the hard disk drive has to be replaced, Panasonic will only reload the factory pre-installed software for the product onto the replacement drive.
10. 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
11. The warranties hereby conferred do not extend to any damage or loss incurred during, or associated with transit.

Unless otherwise specified to the consumer the benefits conferred by this express warranty are additional to all other conditions, warranties, guarantees, rights and remedies expressed or implied by the Trade Practices Act 1974 and similar consumer protection provisions contained in legislation of the States and Territories 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.

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.

*1 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,

- Check the Panasonic web site for latest warranty contact details
<http://www.panasonic.com.au/toughbook>
Use the 'Service Centres' Locator and call the National Service Centre number indicated.
- or contact Panasonic on **1300 132 463**

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