



WARRANTY NUMBER	INSTALLER CODE GB424554P02075
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Customer name	Niwasanont, Peeramate
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Site address	Hazel Avenue - GU1 1NP
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Model*	U-18ME2E8
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Serial Number	6339101444
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Company	Klima Solutions Limited
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Wholesaler	Panasonic
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Warranty start date	15-01-2024

*This warranty covers the above mentioned outdoor unit(s) and its related indoor unit(s) provided that they are clearly specified in the commissioning form filled in online.

PLEASE NOTE: PANASONIC SYSTEMS MUST BE MAINTAINED AT LEAST ONCE EVERY 12 MONTHS TO MAINTAIN WARRANTY

Technical Helpline - 01344 853393

Email - uk-aircon-tech@eu.panasonic.com

Address - Panasonic Heating & Cooling - a trading name of Panasonic Heating & Ventilation Air Conditioning UK Ltd , Building 3, Albany Place, Hydeway, Welwyn Garden City, AL7 3BT

Web address - www.aircon.panasonic.co.uk

GENERAL

The Heating & Cooling Solutions Warranty for Air to Air Products ("Warranty") is offered by Panasonic UK, a branch of Panasonic Marketing Europe GmbH. whose registered address is, Maxis 2, Western Road Bracknell, Berkshire RG12 1RT, UK ("Panasonic"). The Warranty is offered in the United Kingdom ("UK"), including Northern Ireland, the Channel Islands, the Isle of Man and the Republic of Ireland (the "Area"). This Warranty is an addition to, and does not in any way affect, any statutory or other rights. The Warranty periods detailed within this document apply to installation carried out within the Area only. If the country of installation is different to the country of purchase, the Warranty will be provided in accordance with the terms and conditions applicable in the country of installation. By subscribing to this Warranty end users will be deemed to have read and accepted these Terms and Conditions. These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales.

CONDITIONS OF COVER

The Warranty covers the Panasonic Air conditioning system(s) and ancillaries ("Product") when installed by a suitably competent, F Gas qualified and trained installer, contractor or engineer ("Installer"), in accordance with the Panasonic Heating & Cooling Solutions ("Panasonic") Installation Guidelines and Recommendations which are provided with the Product. Panasonic reserves the right to amend the Warranty conditions and cover from time to time, subject to a minimum period of one month's notice, which will be published on the Panasonic website. This Warranty resides with the Product and will remain with the Product, but is limited to the original site of installation in which the Product is installed, and applies to the original site and positioning of installation ("Property"). This Warranty may be transferred to a new Property owner, or users ("End User"), provided the Product is not moved from the original site and positioning of installation, unless carried out by a Panasonic approved installer. This Warranty is offered on the condition that the Product is properly maintained in accordance with Panasonic Maintenance Guidelines supplied with the product or can be found on Panasonicproclub.com Panasonic offers three types of Warranty coverage; 3 Year Standard Warranty ("Standard Warranty"), 5 Year Extended Warranty ("Extended Warranty") and 7 Year Extended+ Warranty ("Extended+ Warranty"), for Products purchased from an approved reseller ("Distributor"). (List available upon request, approved companies may be found at www.aircon.panasonic.co.uk) ("Website"). The Extended Warranty and Extended+ Warranty are only available to the installing engineer(s) ("Contractor"), who meets with the conditions detailed within the Warranty Type and Criteria section. The Warranty period, will commence within 3 months of the date of commissioning, or 6 months from sale by Panasonic and no later than 18 months from date of manufacture, whichever is sooner. For Extended+ the Warranty documentation must be submitted via Service section of the Panasonic website ("PROclub") www.panasonicproclub.com within 3 months of the date of commissioning, or 6 months from sale by Panasonic and no later than 18 months from date of manufacture, whichever is sooner. For Extended+ the Warranty documentation must be sent either to submitted via Service section of the Panasonic website ("PROclub") www.panasonicproclub.com within 3 months of commissioning and no later than 6 months from sale by Panasonic and no later than 18 months from date of manufacture, whichever is sooner

WARRANTY TYPE AND CRITERIA

The Warranty is available for the Product(s), domestic room air conditioning range ("RAC"), Packaged splits air conditioning range ("PACi"), Electric VRF range ("ECOi" and ERV, all controls and ancillaries, but excludes the gas powered VRF condenser range ("ECO-G"), for which special conditions and periods apply (see Appendix A - Special Conditions). 2 For RAC, PACi, ECOi and ERV, the Standard Warranty is subject to the Product being installed by a suitably trained and qualified F-Gas engineer, with relevant accreditation from a UK or Irish recognised training body. The Installer must complete a Panasonic certified training course for the A2A products if they wish to have 5 year Extended Warranty. The training may be provided by Panasonic directly or by a Panasonic accredited training centre/distributor. Upon successful completion of the training course, Panasonic will issue a Training Certification Code ("TCC"), which may be requested, for the purpose of verification, during a warranty claim. The TCC will be valid for a period of 36 months from the date of issue. Installations must be carried out by an Installer who has successfully completed the aforementioned training. Installer will be required to attend range specific training in order to qualify for Extended Warranty for specific a Product range. The TCC will commence from the date of initial training. From time to time, additional training may be required in order to comply with warranty amendments and new Product introductions. For RAC, PACi, ECOi and ERV, the Extended Warranty is subject to the Installer meeting all of the requirements of the Standard Warranty and must also be registered with Panasonic and must be listed within the Refcom register. The Installer must complete a Panasonic certified training course for the relevant product range. The training may be provided by Panasonic directly or by a designated training Distributor. Upon successful completion of the training course, Panasonic will issue a Training Certification Code ("TCC"), which may be requested, for the purpose of verification, during a Warranty claim. The TCC will be valid for a period of 36 months from the date of issue. Installations must be carried out by an Installer who has successfully completed the aforementioned training. Installer will be required to attend range specific training in order to qualify for Extended Warranty for specific a Product range. The TCC will commence from the date of initial training. From time to time, additional training may be required in order to comply with Warranty amendments and new Product introductions. In order to obtain the 7 year Extended+ Warranty, the Installer must fulfil all requirements of the Standard and Extended Warranty and in addition, the relevant project(s) must be submitted to the PROclub via the Warranty submission portal. Details of the installation must be provided including but not

limited to; the installation address, Installer details, supplying Distributor, TCC and Panasonic approved commissioning sheet. The Extended+ Warranty registration documentation must be provided by the Installer. Incomplete and or incorrectly fulfilled documentation will be returned to the Installer for completion. The fully completed documentation must be resubmitted within 30 days of issue, or will be eligible for the Extended Warranty only. It is the responsibility of the Installer to ensure the documentation is completed and returned. Panasonic will provide guidance on any incomplete / incorrect details and reserves the right to provide clarification of the Product installation prior to acceptance. Please ensure full contact details are provided to allow contact to be made readily. Panasonic holds no responsibility for the failure to provide adequate contact details resulting in the late submission of a Warranty registration. For the avoidance of doubt, Panasonic reserves the right not to offer (or withdraw) any Warranty in respect of submitted Warranty documentation deemed incomplete, inaccurate, containing any misrepresentation or otherwise unsatisfactory. To meet the requirements of the Standard Warranty, the Product must be maintained annually by a suitably trained and qualified engineer. The Product must be maintained by an Installer with relevant TCC in order to meet the requirements of the Extended and Extended+ Warranty. If the Product is not maintained by an approved Installer the Warranty will revert to a 3 year Standard Warranty. Records of maintenance must be kept, for inspection by Panasonic prior to any service / repair work. Failure to maintain the system or keep adequate records of maintenance will invalidate the Warranty.

LIABILITY

What is covered. From expiration of the national statutory Warranty, the Standard Warranty will cover the Product for a further two years (three years total), the Extended Warranty will cover the Product for an additional four years (total period five years), and the Extended+ Warranty will provide a total period of seven years (six years in addition to the statutory). The warranties cover breakdowns due to initial manufacturing defect of the Product. The Warranty covers the costs for spare parts and labour allowance up to a maximum amount of an equivalent replacement of the Product. What is not covered Panasonic accepts no liability for the workmanship of the Installer. All Installers are independent of Panasonic and any cause of action for installation shall not be against Panasonic but against the individual Installers. For the avoidance of doubt, Panasonic is not liable for any pipework, connections, ancillary equipment or controls that are connected to the Product that are not supplied by Panasonic. Panasonic do not provide indemnified designs unless agreed in advance of installation, and any indemnified designs will be provided via a fully insured third party. Any design guidance provided is for general guidance only. It is the responsibility of the Installer or designer to ensure the Product meets with the requirements of the Property. Panasonic is not liable for any consequential or economic loss, howsoever arising from any defects affecting the product or from any delay in repairing or replacing the Product. Any fault or costs of repair resulting from: incorrect selection and/or installation of the Product, including defective design and/or application, inadequate commissioning, inappropriate maintenance or neglect, accidental and/or deliberate damage, misuse, normal wear and tear and any unauthorised alteration or repair; the costs of any ordinary or specified product maintenance, and costs and/or faults resulting from any other use but the purpose the products are intended. Panasonic accepts no liability for and excludes from the Warranty the following; a. Misrepresentation contained within submitted Warranty documentation b. Part subject to wear and tear (included but not limited to, filters, electrodes, batteries, fuses, gaskets and sealing materials), which are to be replaced during service work according to the details of the manufacturer guidelines; c. Damage or failure to the withdrawal of services by a third party; d. Failure due to excessive dirt, dust or materials affecting the normal operation of the system; e. Failure of third party Product resulting in a defect or failure within the product; f. Element failure due to scale build-up; g. Environmental conditions or pollutants resulting in excessive degradation of the Product materials (including but not limited to; rust, coil failure electrical sheathing); h. Incorrect selection or erection of Product, incorrect fixtures and fittings, unsuitable electrical protective devices or wiring systems, unstable or unsuitable mounting locations and insufficient access for maintenance or repair; i. Repairs of purely visual faults, which does not affect the 3 functionality of the devices (e.g. scratches and signs of wear), unless advised at the time of installation and where there is clear evidence of transport damage not identified at the time of delivery (additional proofs may be required); j. Damages caused by improper or deliberate action (including but not limited to filling of the respective Product with contaminated liquids or gases, or operating substances not considered by the manufacturer); k. Failure due to the incorrect or unstable electrical supply (including temporary supplies from generators); l. Faults resulting from an alteration to the original design of the Product; m. Faults due to misuse in conflict with the manufacturer's guidelines and recommendations; n. Damage due to deliberate destruction (e.g. vandalism) or animal bites; a. Natural hazards caused by storms, frost, corrosion, lightning, excess voltage, earthquakes, high water levels, hail, landslides, flooding, explosion, nuclear power accidents, fire, war events, terrorism or similar; o. Failures not related directly to the Product (wrong settings, wrong installation, due to non-Panasonic Product, etc.);

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