

EXTENDED WARRANTY TERMS AND CONDITIONS

Thank you for purchasing this extended warranty (the “Extended Warranty”) for your Panasonic professional projectors (the “Product”).

1. This Extended Warranty covers all professional projectors distributed by Panasonic Connect Europe GmbH, with its registered seat at Hagenauerstraße 43, 65203 Wiesbaden, Germany (“Panasonic”) listed in the table below. The Extended Warranty exists in addition to the statutory and/or contractual dealer warranty and does not in any way restrict the rights as a buyer (the “Buyer”) out of such warranty or under any applicable consumer protection law.

Main Unit Model Series (Extended Warranty)	Main Unit	Lamp Free Light Source
PT-RZ Series, PT-RS Series, PT-RQ Series, PT-MZ Series, PT-EZ Series, PT-VMZ Series, PT-VW Series, PT-VZ Series, PT-V Series, PT-RCQ Series, PT-FRZ Series, PT-FRQ Series, PT-LRZ Series, PT-LRW Series, PT-LB Series, PT-LW Series, PT-T Series, PT-TW Series. <small>*1 See note below</small>	3 + 2 Years	3 + 2 Years or 20,000 hours whichever comes first
Lens Model Series (Extended Warranty)	Optional or Removable Lenses	
ET-D Series, ET-E Series <small>*1 See note below</small>	3 + 2 Years	
Note 1: Exclusions and conditions apply for some model and model series – see point 10 Below		

2. The Extended Warranty period (the “**Extended Warranty Period**”) for the Product is 3 years from date of purchase of the Product by its first end-user, except as shown in Clause 6 and 10 below. The Extended Warranty shall be applicable to the Product from 37 to 60 months from date of purchase of the Product, except as shown in Clause 6 and 10 below. The Extended Warranty is applicable to the original Buyer only. It is a condition for a claim to be made under the Extended Warranty that the original sales receipts of both the Product and the Extended Warranty extension certificate, be presented showing the date of purchase. In order to be valid, the Extended Warranty must be activated by the Buyer by registering the Product on business.panasonic.eu/service within 60 days of purchasing the Extended Warranty. This will be verified when a claim is made under the Extended Warranty. Prior to the expiration of 3 years the Buyer has the option to buy another warranty period of 2 years.

3. The Extended Warranty covers breakdowns due to initial manufacturing or design faults of the Products. During the Extended Warranty 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 Extended Warranty become the property of Panasonic.

4. If, after repeated efforts, Panasonic is unable to restore the Product to its customary quality, at Panasonic’s discretion, Panasonic will replace the Product with an identical or functionally equivalent Product.

5. The Buyer’s sole and exclusive remedy against Panasonic under this Extended Warranty 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 compensation, damages or loss of whatsoever nature, shall be available to the Buyer.

6. Excluded from the Extended Warranty are:

(i) Any optional accessories and Products or parts which have a limited natural life or which is consumable, such as but not limited to batteries and lamps.

(ii) Defects resulting from failure to use the Product in accordance with the operating instructions of Panasonic (the “**Operating Instructions**”) or the technical and/or safety standards of the Territory as stated in clause 8;

- (iii) Defects caused by accident, fire, neglect, misuse, wear and tear, improper use, improper installation, smoke/fog/haze contamination (see clause 10 b), laser burn, introduction of liquid or other foreign matter into the Product or occurring during transportation to or from the Buyer; 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 authorised by Panasonic.

7. In the unlikely event the Product fails, the Buyer shall first check the "Trouble Shooting" section of the Operating Instructions. If after checking the Operating Instructions, the Buyer considers that the Product is defective, the Buyer shall promptly contact the dealer that sold the Buyer the Product or the nearest Panasonic service centre, together with the Extended Warranty certificate and proof of date of purchase of the Product and of the Extended Warranty. Details of dealers and Panasonic service centres can be found on the Internet at: business.panasonic.eu/service.

8. This Guarantee is only valid in the territories of the European Union, European Economic Area, Albania, Andorra, Bosnia and Herzegovina, Kosovo, Republic of North Macedonia, Monaco, Montenegro, San Marino, Serbia, Switzerland and the United Kingdom (the "**Territory**") 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) The "Solid Shine" light engine used in Panasonic lamp free projectors is also covered by this Extended Warranty. With the exception of models listed below, the original light source is guaranteed for either 20,000 hours or 5 years from the date of purchase of the projector, whichever comes first from the date of purchase of the projector.

- PT-RZ31K, PT-RS30K and PT-RQ32K: 20,000 hours ("**Consolidated Runtime**") or 5 years;

- PT-RZ670, PT-RW630, PT-RZ470, PT-RW430, PT-RZ475, PT-RZ370, PT-RW330 and Spaceplayer PT-JW130, PT-JX200: 10,000 hours or 5 years, whichever comes first from the date of purchase of the projector. For information on Consolidated Runtime the Buyer shall refer to the operating manual provided with the Product.

b) Smoke/fog/haze contamination resistance: This Extended Warranty covers the use of Panasonic lamp free 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 Extended Warranty and its registration can be withdrawn or amended within sixty (60) days of purchasing the Extended Warranty. Once a claim has been made under the Extended Warranty, it is no longer possible to cancel the Extended Warranty. On cancellation, you will receive a full refund. If you decide to cancel, please send a written notice to the authorized dealer who sold you the Extended Warranty.

12. This Extended Warranty 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 Extended Warranty or in connection with it or its formation.

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