

PAN EUROPEAN GUARANTEE FOR PROFESSIONAL PROJECTORS

Thank you for purchasing a Panasonic professional projector (the “Product”) which is covered by this Guarantee (the “Guarantee”).

1. This Guarantee 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 Guarantee 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	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, PT-LM Series. *1 See note below	3 Years	3 Years or 20,000 hours whichever comes first
Lens Model Series	Optional or Removable Lenses	
ET-D Series, ET-E Series *1 See note below	3 Years	
Note 1: Exclusions and conditions apply for some model and model series – see point 10 Below		

2. The Guarantee period (the “Guarantee Period”) applicable to all Products shall be 3 years from date of purchase and covers the Lamp Free Light Source for up to 20,000 hours runtime except for exclusions as shown in Clause 10 below. It is a condition of any claim made under the Guarantee that the original sales receipt is presented to Panasonic showing the date of purchase.

3. The Guarantee covers breakdowns due to initial manufacturing or design faults of the Products. During the Guarantee 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 Guarantee 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 Guarantee 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 Guarantee are:

- (i) Any Products or parts which have a limited natural life or which is consumable, such as but not limited to batteries (Lamps are covered in accordance with clause 10 below.);
- (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 defined in clause 8 below;
- (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 authorized 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 center, together with this Guarantee and proof of date of purchase. Details of dealers and Panasonic service centers 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. Warranty exclusions and conditions:

a) Lamps and Lamp free light sources (“**Solid Shine**”) have a limited life. The lifetime is affected by certain environmental conditions such as temperature, switching the projector on and off, lamps usage hours and changing power modes (where applicable), therefore the Guarantee Period is limited to:

- I. The original (first) lamp for PT-F Series projectors: three (3) years or 3,000 hours of use (whichever comes first from the date of purchase of the projector), if not used for more than 1,000 hours per year on average. Subsequent lamps retain the below conditions (see clause 10 II).
- II. Lamps for all other projectors: six (6) months or 500 hours of use (whichever comes first from the date of purchase of the projector or lamp).
- III. 'Portrait mode' lamps has a limited life guarantee of 100 hours.
- IV. The “Solid Shine” light engine used in Panasonic Lamp free projectors has a limited life. With the exception of models listed below (a / b) the operation of the original light source is guaranteed for either 20,000 hours or 3 years from the date of purchase, whichever comes first.

a - For the following models: PT-RZ670, PT-RW630, PT-RZ470, PT-RW430, PT-RZ475, PT-RZ370, PT-RW330 and Spaceplayers PT-JW130, PT-JX200, the Guarantee Period is either 10,000 hours or 3 years from the date of purchase whichever comes first.

b - For models PT-RZ31K, PT-RS30K and PT-RQ32K, the Guarantee Period is either 20,000 hours consolidated runtime or 3 years whichever comes first.
For information on Consolidated Runtime, please refer to the operating manual provided with the Product.

c - For models PT-RZ12K, PT-RS11K, PT-RQ13K, PT-RZ670 and PT-RW630, in the case that “Brightness Priority” (Rental mode) option is or has been engaged the Guarantee Period for the original light source reduces to 2,500 hours or 3 years from the date of purchase whichever comes first.

b) a) Smoke/fog/haze contamination resistance: This Guarantee covers the use of projectors in environments with only water-based fog or haze machines with models incorporating our hermetically sealed optical block technology (Currently: PT-RZ21K, PT-RQ22K, PT-RS20K, PT-RQ35K, PT-RQ50K, PT-RCQ10, PT-RCQ80). Improved dustproof structure provides up to 20,000 hours maintenance free operation of the light and optical engine; life of other parts such as circuit boards and mechanical parts may be affected by these environmental conditions and may be excluded under this Guarantee. If the projectors are used in a high humidity environment, Panasonic offer an optional service to apply a protective coating to the electronic components.

11. This Guarantee 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 Guarantee or in connection with it or its formation.

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