

Pansolutions Holdings Limited

Systems Division

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PANASONIC / NASHUA AIRCONDITIONING WARRANTY

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- All **new equipment** carries a 12 (twelve) month warranty from the date of commissioning on all working components, negligence not accepted.
- The **compressor** carries a further 48 (fourty-eight) month warranty, provided that the end user enters into a service contact with an approved Panasonic Dealer.
- It is recommended that the filters are cleaned on a monthly basis and a major service carried out once every year.
- In the unlikely event that a Panasonic Dealer fails to maintain the unit during the warranty period, the client is requested to notify Panasonic, in order for Panasonic to appoint a new dealer to take care of these units.
- In highly corrosive areas it is recommended that units and coils are coated with an epoxy product, details regarding this are available from Panasonic, this is to prevent corrosion, as this is not covered under warranty.
- Panasonic reserves the right to decline any warranty claims resulting from power supply problems or load shedding, we strongly recommend that clients take out the necessary insurance to cover these problems.
- In the event of PC Boards, Fan Motors, Receivers, Remotes etc, a **COMPONENT WARRANTY** document needs to be completed. The model of the unit, as well as the serial number **MUST** be supplied along with the date of commissioning and proof of purchase, in order for the parts to be supplied.
- In the even of a compressor failure, a **COMPRESSOR FAILURE** report needs to be compiled. The model of the unit, the serial number, as well as the compressor and serial number of compressor **MUST** be supplied along with the date of installation and the cause of failure. In addition, should the unit be older than 1 (one) year from the date of commissioning a service report is also required from a Panasonic Dealer. Failure to comply with the above mentioned will result in compressors **NOT** being supplied. In the event that these details cannot be supplied for any reason, it is the responsibility of the Dealer to notify the National Technical Manager, whereby special arrangements will be considered.
- All faulty compressors or components are to be returned to validate claims.
- Please be aware that all claims are monitored, and excessive use of warranty claims will result in claims being put on hold until such time as the actual cause of failure is determined.
- Panasonic will not be held responsible or supply a warranty on equipment that is supplied to Non-Approved dealers.
- Please note that parts will only be supplied when claims forms are received and completed correctly.

Donald Saunders
National Technical Manager