

## PAN EUROPEAN GUARANTEE FOR BROADCAST PRODUCTS

### IMPORTANT NOTICE:

To be entitled to this Guarantee, you must register the Product within 60 days of purchase of the Product at: <https://service.eu.connect.panasonic.com/>

This will be verified when you make a claim under the Guarantee. Please therefore keep your original sales receipt for the Product when claiming warranty, a copy or scan of the sales receipts of the Product must be sent to Panasonic to complete registration.

### CONDITIONS OF GUARANTEE APPLICABLE IN

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.

### CONDITIONS OF GUARANTEE

1. This Guarantee covers all Panasonic Broadcast products with model number listed in Clause 13 below (“Products”) which are used in the countries listed above and which have been registered in accordance with Clause 2 below. This Guarantee is an addition to, and does not in any way affect, any statutory or other rights of consumer purchasers. The Guarantee exists in addition to the statutory and/or contractual dealer warranty and does not at all restrict your rights as a buyer out of such warranty.
2. The Guarantee period is set out in Clause 13 below and runs from date of purchase of the Product by its first end user. In order to activate the Guarantee, the Product must be registered on <https://service.eu.connect.panasonic.com/> within 60 days of purchasing the Product. This will be verified when a claim is made under the Guarantee. When making a claim under the Guarantee, a copy of the original sales receipt must be presented 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 good working order, at Panasonic’s discretion, Panasonic will replace the product with an identical or functionally equivalent product.
5. The purchaser’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 incidental or consequential damage or loss of whatsoever nature, shall be available to the purchaser.
6. Excluded from the Guarantee are:
  - (i) Accessories, such as but not limited to remote controls, filters and cables and any products or parts which have a limited natural life or are considered consumable, such as batteries. Exchangeable Lenses are covered by the original Manufacturer’s warranty.
  - (ii) Defects resulting from failure to use the product in accordance with the operating instructions or the technical and/or safety standards of the country where the product is used;
  - (iii) Defects caused by accident, fire, neglect, misuse, wear and tear, improper use, improper installation, smoke contamination, laser burn, introduction of liquid or other foreign matter into the product or occurring during transportation to or from the purchaser; 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. Models covered by 5 years warranty: Image Sensor Device / Head Optical Unit and LCD panel (specifications apply), Viewfinder, Optional accessories and P2 Cards are limited to 3 years warranty.

8. In the unlikely event your product fails, please first check the "Trouble-Shooting" section of the Operating Instructions. If after checking the Operating Instructions, you consider that the product is defective, please log in <https://service.eu.connect.panasonic.com/> and place an online repair order.

9. 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 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.

10. 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.

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.

12. In this Guarantee, "Panasonic" means the company identified below.

Panasonic Connect Europe GmbH  
Hagenauer Strasse 43,  
65203 Wiesbaden  
Germany

13. Guarantee period

This Guarantee period for the products is as follows:

	<b>Model Number</b>	
<b>2-Year Warranty Program</b>	AK-HC3800GSJ AK-MSU935AE AK-HCU200 (ES/ ESJ) AK-HRP200 (G/ GJ) AK-HVF70 (G/ GJ) AG-CVF15G AW-HE40H (WEJ9/ KEJ9) AW-HE40S (WEJ9/ KEJ9) AU-VCXRAW2 AT-KC10C1G AV-HS60C2E AV-HS60C3G AV-SFU60Z	AW-HE130 (KEJ/ WEJ) AV-HS410 (E/ EJ) AV-HS450 (E/ EJ) AW-HS50 (E/ EJ) AV-HS6000 AW-RP50 (E/ EJ) AW-RP120 (G/ GJ) AW-HEA10 (KEJ/ WEJ) AU-XPDI1E AV-HS60C4E AV-HS60D1G AV-HS60U2E
<b>3-Year Warranty Program</b>	AG-AC8EJ AG-DVX200EJ AW-UE70 (WEJ/ KEJ) AK-UC3000GSJ AK-HC5000GSJ AK-UCU500ESJ AK-HRP1000GJ AK-HRP1005GJ AK-HRP1015GJ AK-MSU1000GJ AG-AC30EJ AG-UX180EJ AG-UX90EJ AK-UB300GJ	AW-360C10GJ AW-360B10GJ AW-HR140EJ AU-EVA1EJ AW-HN40H (KEJ/ WEJ) AW-UN70 (KEJ/ WEJ) AW-HE38H (KEJ/ WEJ) AW-HN38H (KEJ/ WEJ) AG-UCK20GJ AG-UMR20EJ AW-HN130 (KEJ/ WEJ) AK-UC4000GSJ AK-UCU600ESJ AV-HLC100

	AK-HVF100GJ AK-HVF75GJ AJ-CVF50GJ AJ-CVF25GJ AJ-CVF70GJ AU-VCVF1G AU-VCVF10G AU-XPD3EJ AW-UE4 (KG/ WG) AG-CX10ES AK-HC3900GSJ AK-UC3300GSJ AW-HE145 (KEJ/ WEJ) AW-UE50 (WEJ/ KEJ) AW-UE20 (WE/ KE) AW-UR100GJ AK-PLV100GSJ AV-UHS5M3G AV-UHS5M4G AV-UHS5M5G AV-UHS5M6G AK-UCU710ESJ AK-NP600G AK-HBU500GJ	AV-HS7300 AW-UE150 (KEJ/ WEJ) AW-RP150G AG-CX350EJ AU-VCVF2GJ AU-VCVF20GJ AW-HE42 (KEJ/ WEJ) AW-RP60GJ AV-UHS500 AW-UE100 (KEJ/ WEJ) AK-HCU250ESJ AK-HRP250GJ AW-UE80 (WEJ/ KEJ) AW-UE40 (WEJ/ KEJ) AW-HE20 (WE/ KE) AW-UE160 (KEJ/ WEJ) AK-SFC391Z AK-HRP1010GJ AK-UCU700ESJ AK-HUC01G AV-UHS500EJ AV-UHS5M1G AV-UHS5M2G
<b>5-Year Warranty Program</b>	AU-V35C1G AU-V23HS1G AU-VREC1G AU-V35LT1G AJ-HPX3100G AJ-PX270EJ AJ-PX5000G AJ-PX5100GJ AJ-CX4000GJ	AJ-PX800G AJ-HPD2500E AJ-HPM200E AG-HPD24E AJ-PD500EJ AJ-PG50EJ AJ-PX230EJ AJ-PX380 (G/ GF) AG-HPX610 (EJF/ EJH)