

Panasonic Warranty

CO₂ Heat Pump Hot Water System

10-year Warranty from date of Purchase ("Warranty Period")

Definitions:

The terms listed below shall have the following meanings with respect to the Warranty offered:

"CO₂ Heat Pump Hot Water System" means a system comprising of a Heat Pump, a Controller, and a Glass or a Stainless-Steel Water Tank.

"Domestic Use" means a domestic residential dwelling with hot water consumption of no more than 700 litres per day.

1. This warranty does not exclude, restrict, or modify in any way other rights and remedies under a law which relates to the product, including any non-excludable statutory guarantees in Australia.
2. This warranty only applies to Domestic Use. Non-Domestic Use applications where the hot water consumption exceeds 700 litres per day are excluded.
3. Subject to the conditions of this warranty and during the Warranty Period, Panasonic or its Authorised Service Centre will perform the necessary service on the product without charge for parts or labour if, in the opinion of Panasonic or its Authorised Service Centre, the product is found to be defective by reason of faulty workmanship or materials.
4. This warranty only applies to Panasonic products purchased in Australia and sold by Panasonic Australia or its authorised Distributors or Dealers and only where the product is used and serviced within Australia or its territories. Warranty cover only applies to service carried out by a Panasonic Authorised Service Centre. Valid proof of purchase is required when warranty service is requested. If the purchase date cannot be verified, warranty coverage will begin ninety (90) days after the date of manufacture.
5. This warranty only applies if the product has been installed by a licensed tradesperson and has been installed and used in accordance with the manufacturer's recommendations (as noted in the Owner's Operation & Installation Manual) under normal use and reasonable care (in the opinion of Panasonic).
6. This warranty applies only where the potable (fresh) water supplied to the internal heat exchanger complies with the specified water quality requirements. The concentration of dissolved (free) CO₂ must not exceed **25 mg/L (ppm)**. Damage, performance degradation, or failure resulting from water quality that does not comply with the following limits is not covered by this warranty:
 - pH: **6.5 – 8.5**
 - Chloride: **≤ 200 mg/L**
 - Total dissolved solids (TDS): **≤ 600 mg/L**
 - Magnesium: **≤ 10 mg/L**
 - Total hardness (as CaCO₃): **≤ 200 mg/L**This exclusion includes, but is not limited to, damage caused by excessive dissolved CO₂, including corrosion, scaling, blockage, or deterioration of internal components.
7. This warranty covers normal use of the product as intended, and excludes damage, malfunction or failure resulting from:
 - a) misuse, abuse, neglect, accidental damage or modifications;
 - b) infestation by insects or vermin;
 - c) incorrect installation and application, improper voltage or mains supply problems; incorrect water pressure and water quality conditions;
 - d) natural disaster or acts of God (i.e. hail, lightning, flood, fire, earthquake, etc)
 - e) rust or damage caused by exposure to abnormally corrosive conditions;
 - f) freezing in regions with minimum temperatures below -10 C (Owner's Operation & Installation Manual)
 - g) an accessory, component or other equipment not supplied by Panasonic Australia;
 - h) improper maintenance by customer (refer to maintenance section of Owner's Operation & Installation Manual) which includes but is not limited to failure to undertake the following actions:
 - (i) regular cleaning of filter(s) and replacement if and when fitted;
 - (ii) ensuring the air inlet and outlet on the outdoor unit is kept clear of any obstructions (e.g. dirt, leaves, plants);
 - (iii) ensuring that the condensate drain is kept clean; and
 - (iv) the application of additional corrosion protection if the product is installed in a corrosive environment (e.g. locations within 300 metres from the coastline, industrial pollution);
 - (v) parts subject to wear and tear (included but not limited to, filters, relief valve, glycol, inhibitors, electrodes, anodes, batteries, fuses, gaskets and sealing materials) which are to be replaced during service work according to the details of the manufacturer's documentation (Owner's Operation & Installation Manual);
 - (vi) replacement of the anode rod for the water tank every 3 years;
 - i) where no actual fault of the product is determined to have occurred, during a customer-initiated service call, and where the perceived problem is explained within the Operation Manual (including the Troubleshooting section), warranty service is not applicable.
8. Service under this warranty may be refused if the unit is not installed with compliance to the relevant Australian Standards, including, but not limited to AS/NZS 3000, AS/NZS 3008 and AS/NZS 3500.
9. This warranty only applies once reasonable, safe and unimpeded access for service personnel is assured. This warranty does not cover any additional labour or equipment cost associated with achieving such access, when the product is installed in elevated or restricted access locations, or any situation potentially unsafe for service personnel. All costs relating to gaining access to unsafe (e.g. high) or restricted locations will be your responsibility.
10. You will be responsible for any costs associated with making a warranty claim, including (without limitation) costs arising from travel outside the area normally serviced by Panasonic or any repair agent authorised by Panasonic, labour costs incurred in excess of two (2) hours, and any travel costs incurred by the repairer beyond a distance of twenty-five (25) kilometres. Labour costs payable by Panasonic under this warranty are capped at two (2) hours unless a prior arrangement in writing has been approved by Panasonic to increase the capped hours.
11. To the extent permitted by law and subject to your non-excludable statutory rights and guarantees, Panasonic excludes all warranties and liabilities (other than as contained in this warranty) including liability for any loss or damage whether direct or indirect arising from your purchase, use or non-use of the product.

12. In respect of any product supplied which are not of a kind ordinarily acquired for personal, domestic or household use or consumption, the liability of Panasonic for any defect of design, materials or workmanship will be limited to any of the following as determined by Panasonic:
- (a) replacing the heat pump hot water system or supplying the equivalent heat pump hot water system;
 - (b) repairing the heat pump hot water system;
 - (c) paying the cost of replacing the heat pump hot water system or acquiring the equivalent heat pump hot water system;
 - (d) paying the cost of having the heat pump hot water system repaired.
13. In addition to your rights under this warranty, Panasonic products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure.
14. To claim warranty service, when required, you should:
- Telephone Panasonic's Customer Care Centre on 132600 for Authorised Service Centre information.
 - Provide a copy of your purchase receipt as proof of purchase date

Note: Home service is available within the normal operating area of the nearest Panasonic Authorised Service Centre as deemed by the Authorised Service Centre. Service outside the normal operating area of the nearest Panasonic Authorised Service Centre may incur a travelling fee from that Panasonic Authorised Service Centre.

**THIS WARRANTY CARD AND THE PURCHASE DOCKET (OR SIMILAR PROOF OF PURCHASE)
SHOULD BE RETAINED BY THE CUSTOMER AT ALL TIMES**

If you require assistance regarding warranty conditions or any other enquiries, please visit the
Panasonic Australia website **www.panasonic.com.au** or contact by phone on **132 600**
If phoning in, please ensure you have your operating instructions available.

Panasonic Australia Pty. Limited ACN 001 592 187 ABN 83 001 592 187

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Purchasers - Please record the following details for future reference should Installation or Service requirements arise.

Model No.:			
Serial No.:			
Purchase Date:			
Supplier:		Phone no.:	
Supplier's Address:			
Installer:		Phone no.:	
		Licence No.:	
Installer's Address:			
Your Name:			
Address:			