Panasonic
heating & cooling solutions

WARRANTY KEY FACTS A2A & A2W

(RAC, PAC, VRF & A2W)

Panasonic, leading the way in Heating and Cooling. With more than 30 years of experience, selling to more than 120 countries around the world, Panasonic are unquestionably one of the leaders in the heating and cooling sector. Applying advanced technologies that truly make life better.

We live by an unparalleled commitment to product quality. Panasonic are building on the Japanese tradition of uncompromising quality control worldwide, developing and manufacturing fine products and delivering them to customers everywhere.

Panasonic have a warranty scheme that promotes the quality that the brand inspires. There are three levels of warranty, the prerequisites for obtaining each level of warranty are as follows:



The Standard Warranty, 3 Years Parts & Labour

(A2W exc. Labour)

1. The unit should be installed by a competent person.
2. The installation instructions supplied with the unit must be followed.
3. Annual maintenance records must be kept.



The Extended Warranty, 5 Years Parts & Labour

1. The unit should be installed by a competent person.
2. The installation instructions supplied with the unit must be followed.
3. Annual maintenance records must be kept.
4. The installer must be an Accredited Installer and must have completed the relevant Panasonic training.
5. The installer must register the unit on PRO Club (VRF and A2W units require additional commissioning documentation uploading onto PRO Club).



The Extended+ Warranty, 7 Years Parts & Labour

1. The unit should be installed by a competent person.
2. The installation instructions supplied with the unit must be followed.
3. Annual maintenance records must be kept.
4. The installer must be a current PRO Partner or Elite PRO Partner and must have completed the relevant Panasonic training.
5. The Installer must register the unit on PRO Club (VRF and A2W units require additional commissioning documentation uploading onto PRO Club.
6. A2W units must be installed with a CZ-TAW1 adapter.*

*CZ-TAW1 Installation is mandatory on all Air to Water installations for 7 year warranty to be granted. For retrofit installations, the CZ-TAW1 must be installed and the smart cloud service activated. For new build installations, smart cloud activation is not mandatory for the 7 year warranty to be granted.



Panasonic Heating & Cooling,
Panasonic Heating & Ventilation Air Conditioning UK Ltd., Building 3, Albany Place, Welwyn Garden City, AL7 3BT
Full Warranty Terms & Conditions can be found on the Panasonic PRO Club (Panasonicproclub.com), at https://www.aircon.panasonic.eu/GB_en/, or by contacting Panasonic Heating & Cooling Solutions U.K directly

1. Warranty Conditions relating to RAC, PAC, VRF and A2W Products (the "Products").

1.1 Panasonic Heating & Ventilation Air Conditioning UK Ltd incorporated in England and Wales with company number 2371708 whose registered office is at Ground Floor, Building 3 Albany Place, Hyde Way, Welwyn Garden City, Hertfordshire, England, AL7 3BT ("Panasonic"), offers a warranty ("the Warranty") on the Products sold by Panasonic to the Installer, Accredited Installer, Pro Partner or Elite Pro Partner (together defined as the "Relevant Party"; such a term refers to a party which falls under these categories) in accordance with the terms and conditions stated below. The relevant Warranty shall be provided to the Relevant Party.

1.2 The Warranty covers air-conditioning products sold by Panasonic, excluding CO2 and Chiller products, as defined about as the Products.

1.3 The Warranty applies to products provided that:

- Both the sale and installation of the Product(s) were performed by a Relevant Party after this Warranty came into force;
- The installation site is in the UK, and the Product(s) is suitable for the place where installed (suitable with respect to local weather conditions and compliant with local regulations, standards and certifications as well as with Panasonic's recommendations and requirements);
- The Relevant Party has performed the installation correctly, in accordance with manufacturer guidelines, installation instructions and applicable local rules and regulations;
- The Product(s) has undergone maintenance performed by a Relevant Party, in accordance with Clause 2 (Maintenance and service), below. The Relevant Party must be able to show, upon request, that regular maintenance and inspections have been carried out.
- The installed Product(s) is/are commissioned by a Relevant Party or by an authorised Panasonic Service Partner;

1.4 The installation and commissioning of the installation, must be specified and registered on the PRO Club website ("Warranty Registration"), within 30 days of the installation date, as per the warranty registration page on the Pro Club website.

1.5 For the Products, the Warranty Period depends on your status and which Relevant Party you are. It runs from the date of the installation at the original installation site ("the Warranty Period"). The Warranty applies only to the original installation site. The Warranty is conditional upon all relevant below requirements being met:

(a) Where you are an Installer, you will receive a 3 year Warranty Period. An Installer means you are competent at installing heating and cooling systems, with the relevant qualifications needed to install the Product(s). For further information on competency please refer to https://www.gov.uk/guidance/qualifications-required-to-work-on-equipment-containing-f-gas and the Heat Pump Association Guidance. For the avoidance of doubt, the Installer will be responsible for ensuring they are competent and shall immediately provide evidence of relevant qualifications should Panasonic request these.

(b) Where you are an Accredited Installer, you will receive a 5 year Warranty Period provided you meet the below requirements (see table below). An Accredited Installer means you meet the outlined Installer requirements and those stated in the table below and are registered with Panasonic as an Accredited Installer.

RAC	PAC	VRF	A2W
Panasonic digital training (completed through the Panasonic training platform) must be completed every 3 years.	Panasonic digital training (completed through the Panasonic training platform) must be completed every 3 years.	Panasonic digital training (completed through the Panasonic training platform) must be completed every 3 years.	Panasonic digital training (completed through the Panasonic training platform) must be completed every 3 years.
Unit must be registered on the PRO Club platform.	Unit must be registered on the PRO Club platform.	Unit must be registered on the PRO Club platform, with the relevant commissioning documentation, as detailed on the warranty registration page.	Unit must be registered on the PRO Club platform, with the relevant commissioning documentation, as detailed on the warranty registration page.

(c) Where you are a Pro Partner or an Elite Pro Partner, you will receive a 7 year Warranty Period provided you meet the below requirements. A Pro Partner or Elite Pro Partner means you have met the Installer and Accredited Installer requirements and have a signed and are bound by a valid Panasonic PRO Partner contract with Panasonic and have met the below requirements (see table below).

RAC	PAC	VRF	A2W
Panasonic training must be completed (face-to-face training, directly through Panasonic or an approved partner) every 3 years.	Panasonic training must be completed (face-to-face training, directly through Panasonic or an approved partner) every 3 years.	Panasonic training must be completed (face-to-face training, directly through Panasonic or an approved partner) every 3 years.	Panasonic training must be completed (face-to-face training, directly through Panasonic or an approved partner) every 3 years.

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Unit must be registered on the PRO Club platform.	Unit must be registered on the PRO Club platform.	Unit must be registered on the PRO Club platform, with the relevant commissioning documentation, as detailed on the warranty registration page.	Unit must be registered on the PRO Club platform, with the relevant commissioning documentation, as detailed on the warranty registration page. Cloud connection must be made (CZ-TAW1)*.

*CZ-TAW1 Installation is mandatory on all Air to Water installations for 7 year warranty to be granted. For retrofit installations, the CZ-TAW1 must be installed and the smart cloud service activated. For new build installations, smart cloud activation is not mandatory for the 7 year warranty to be granted.

1.6 The Warranty covers functional errors occurring during normal use that have arisen as a result of manufacturing defects in materials or construction of the Product(s) which occurred or were present at the time of the sale to the Relevant Party. Any existing Product(s) or Product(s) parts replaced under this Warranty become the property of Panasonic upon replacement.

1.7 If, after repeated attempts, Panasonic are unable to restore the Product(s) to a functioning condition, Panasonic will, at its discretion, replace the Product(s)with an identical product or a functionally equivalent product.

1.8 In the event of product malfunction, the Relevant Party shall contact Panasonic Support through the Technical Helpline, which can be found on the Panasonic website.

1.9 Upon first report of any issue arising from an installation, the Relevant Party agrees to initially attend the installation site and diagnose the issue. The Relevant Party will then report back to Panasonic regarding the conclusion of the diagnostic activities and speak to a Panasonic representative while on site conducting this diagnostic exercise. Panasonic will then, at their complete discretion, assess whether the defect falls under this Warranty.

1.10 Upon satisfaction of clause 1.8, the Relevant Party agrees that it will repair the issue or defect where the Relevant Party is able to conduct such a repair. If the Relevant Party cannot repair the defect or issue, Panasonic will support provided that the defect is deemed to be an in-warranty defect. An in-warranty defect is one where Panasonic is responsible for repairing under the Warranty.

1.11 Panasonic will have full discretion as to how to resolve any in-warranty defects. An in-warranty defect is one where Panasonic is responsible for repairing under the Warranty.

1.12 The Warranty covers only repair of the Product(s) and/or parts, if any (or, at Panasonic's discretion, replacement of the product or defective part or parts or full or partial reimbursement). No other compensation, including and without limitation any claims for consequential damage or loss of any kind, is included in the Warranty. Relevant Warranty cover can be found at clause 1.15.

1.13 This Warranty does not cover the following:

- Normal maintenance and service, parts that are subjected to wear and that, according to the manufacturer's guidelines, are to be replaced during service;
- Repairs of purely visual defects that have no effect on the functioning of the units (scratches and wear);
- Damage caused by misuse, neglect or accident (including and without limitation an abnormal electrical shock, incorrect supply voltage, defective installation or service that was not performed in accordance with the use and installation instructions or the technical and/or safety standard applicable in the country in which the product is used). This also encompasses filling of the particular product with contaminated fluids or fluids other than those specified by the manufacturer;
- Damage resulting from some change or modification of the product that was not approved in advance by Panasonic or from the incorrect use of the product or from the use of the product in circumstances under which it is not intended to be used (according to the manufacturer's instructions, installation instructions and/or instructions for use);
- Damage resulting from intentional destruction (e.g., vandalism) or damage caused by animals;
- Damage resulting from external uncontrollable circumstances caused by storms, frost, corrosion, lightning strikes, overvoltage, earthquakes, high water levels, hail, landslides, flooding, explosion, nuclear power accidents, fire, events of war, terrorism or similar events; or
- Defects that are not related to the product (incorrect settings, incorrect installation, incorrect power supply, a combination of the product with other products, parts or components without Panasonic having declared that the product, part or component in question may be combined with the products).

1.14 After the PRO Partner Agreement has ceased to apply, the Relevant Party must warranty-register installed Product(s) on the Panasonic PRO Club website within 30 days in order to have the Product(s) covered by the Warranty.

1.15 This Warranty applies only within the United Kingdom, for Products that have been purchased and used in these countries and have been marketed in one of these countries by a company in the Panasonic Group. The Warranty cover is provided as below:

(a) For A2W Products:

- Where the Warranty Period is 3 years, the Warranty cover is for the provision of spare parts required to resolve the in-warranty issue.
- Where the Warranty Period is for 5 or 7 years, the Warranty cover is for spare parts required to resolve the in-warranty issue and labour costs as set out at Appendix A.

(b) For RAC, PAC, VRF and GHP Products:

- Where the Warranty Period is either 3, 5 or 7 years, the Warranty cover is for spare parts required to resolve the in-warranty issue and labour costs as set out at Appendix B.

The above Warranty cover is the only remedy available to the Relevant Party.

1.16 This Warranty is applicable over and above the statutory warranty and/or the dealer's warranty and does not restrict the Relevant Party's rights under the legal warranty and the dealer's warranty.

1.17 Personal information about the person or entity whom owns the Product(s) (the "End User") which is registered by the PRO Partner will be used by Panasonic only to process the activation of the Warranty. Any personal information (i.e., access to, changes to and deletion of such information) will be managed by Panasonic in accordance with the applicable legislation and with Panasonic's Privacy Policy, available at www.panasonic proclub.com/GB_en/policy/.

1.18 For CO2 and Chiller products, please refer to the separate Warranty terms available for these products.

1. Maintenance and service

2.1 The Product(s) shall be required to undergo maintenance every year and in compliance with the manufacturer's guidelines regarding maintenance. These are provided

in the technical documentation. The maintenance shall be performed by a Relevant Party who has the relevant qualifications.

2.2 Periodic maintenance will be performed in accordance with the relevant manufacturer maintenance guidelines.

2.3 Handling of service and Warranty claims.

2.3.1 The Warranty process can be found on the Panasonic website and may be updated from time to time.

2.3.2 The service history for the specific Product(s) may be requested when handling Warranty claims.

2.3.3 Should Warranty support be required outside of the United Kingdom, Panasonic may supply support via our affiliates. Affiliates shall mean any Panasonic branch, subsidiary or legal entity where the ultimate parent company is Panasonic Corporation, Japan. In this event, Panasonic shall, at its discretion, be able subcontract the services under this Warranty to its Affiliates.

2. General Legal Terms

3.1 The Warranty shall be the only remedy available to the Relevant Party. All other implied terms as implied by statute shall be excluded so far as is permitted by local law.

3.2 The Warranty shall only be available at the original installation site.

3.3 Excluded from this Warranty are any products or parts which have a limited natural life or which are consumable.

3.4 Excluded from this Warranty are any defects resulting from failure to use or maintain the Products in accordance with the operating instructions, technical and safety standards in the United Kingdom or any issued manufacture guidance issued at the time of installation and/or maintenance. For the avoidance of doubt, where an Relevant Party and/or End User

does not follow such guidance or regulation or have the Product(s) maintained, Panasonic shall not be required to provide support to the Relevant Party.

3.5 Excluded from this Warranty are defects caused by accident, fire, neglect, misuse, wear and tear, improper use, improper installation introduction of liquids or other foreign matter into the Product(s) or occurring during transportation to or from the Relevant Party or End User.

3.6 This Warranty is provided to the Relevant Party and the Relevant Party shall be required to resolve defects or issues raised by the relevant End User (their customers). Panasonic shall provide support to the Relevant Party under this Warranty in accordance with this Warranty but the Relevant Party shall be solely responsible for any support to an End User.

3.7 In this Warranty, Panasonic means:

Panasonic Heating & Ventilation Air Conditioning UK Ltd incorporated in England and Wales with company number 2371708 whose registered office is at Ground Floor, Building 3 Albany Place, Hyde Way, Welwyn Garden City, Hertfordshire, England, AL7 3BT.

3. Upon the Relevant Party going into administration, insolvency, stopping trading or being removed from the relevant commercial registry, the Warranty will cease to be held by the Relevant Party. Upon these events taking place, Panasonic reserves the right to transfer the remaining Warranty Period, on these terms, to another Relevant Party who in turn will be responsible for providing assistance to the End User. Such Warranty will only be transferred should the relevant service history be available and if up to date maintenance has taken place. Upon this taking place, the previous Relevant Party will cease to have any rights to enforce this Warranty. Transfer is completely at the discretion of Panasonic and Panasonic are under no obligation to do this.