

Panasonic Commercial Rice Cooker Limited Warranty (For USA Only)

Limited Warranty Coverage (For USA Only)

If your product does not work properly because of a defect in materials or workmanship, Panasonic Corporation of North America (referred to as "the warrantor") will, for the length of the period indicated on the chart below, which starts with the date of original purchase ("warranty period"), at its option either (a) repair your product with new or refurbished parts, (b) replace it with a new or a refurbished equivalent value product, or (c) refund your purchase price. The decision to repair, replace or refund will be made by the warrantor.

Product or Part Name	Labor	Parts
SR-42HZP	1 Year	1 Year
SR-42HZP-W	6 Months	6 Months

During the "Labor" warranty period there will be no charge for labor. During the "Parts" warranty period, there will be no charge for parts.

This warranty only applies to products purchased and serviced in the United States. This warranty is extended only to the original purchaser of a new product which was not sold "as is".

Carry-In or Mail in Service:

In the United States call 1-877-266-6836 or please visit:
<http://www.panasonic.com/cmo>

When shipping the unit, carefully pack and send it in the original (or supplied) carton. Include a letter detailing the complaint along with the bill of sale and provide a daytime phone number where you can be reached.

IF REPAIR IS NEEDED DURING THE WARRANTY PERIOD, THE PURCHASER WILL BE REQUIRED TO FURNISH A SALES RECEIPT/PROOF OF PURCHASE INDICATING DATE OF PURCHASE, AMOUNT PAID AND PLACE OF PURCHASE. CUSTOMER WILL BE CHARGED FOR THE REPAIR OF ANY UNIT RECEIVED WITHOUT SUCH PROOF OF PURCHASE.

Limited Warranty Limits and Exclusions

This warranty ONLY COVERS failures due to defects in materials or workmanship, and DOES NOT COVER glass, plastic parts, temperature probes (if included) and normal wear and tear or cosmetic damage. The warranty ALSO DOES NOT COVER damages which occurred in shipment, or failures which are caused by products not supplied by the warrantor, or failures which result from accidents, misuse, abuse, neglect, bug infestation, mishandling, misapplication, alteration, faulty installation, set-up adjustments, maladjustment of consumer controls, improper maintenance, power line surge, lightning damage, modification, rental use of the product, service by anyone other than an authorized servicer, or damage that is attributable to acts of God.

THERE ARE NO EXPRESS WARRANTIES EXCEPT AS LISTED UNDER "LIMITED WARRANTY COVERAGE".

THE WARRANTOR IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY.

(As examples, this excludes damages for lost time, travel to and from the servicer, loss of or damage to media or images, data or other memory or recorded content. The items listed are not exclusive, but for illustration only.)

ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTY OF MERCHANTABILITY, ARE LIMITED TO THE PERIOD OF THE LIMITED WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the exclusions may not apply to you.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state. If a problem with this product develops during or after the warranty period, you may contact your dealer or Service Center. If the problem is not handled to your satisfaction, then write to:

Consumer Affairs Department
Panasonic Corporation of North America
661 Independence Pkwy
Chesapeake, VA 23320

PARTS AND SERVICE, WHICH ARE NOT COVERED BY THIS LIMITED WARRANTY, ARE YOUR RESPONSIBILITY.

Statute of Limitations

No suit shall be brought on an alleged breach of The Warrantor warranty more than one (1) year following expiration of the relevant warranty period.

Customer Services Directory (United States Only)

For operational and technical assistance, or to locate your nearest Dealer or Service Center, you may contact us directly at:

1-877-CMO-OVEN (1-877-266-6836)
Monday-Friday 9am-6pm EST

Or by visiting our Web Site at:
<http://www.panasonic.com/cmo>

Parts/Accessory Purchases (United States Only)

Purchase Parts, Accessories and Owner's Manual online for all Panasonic Products by visiting our Web Site at:

<http://shop.panasonic.com/support>

You may also contact us directly at:

1-800-332-5368 (Phone) 1-800-237-9080 (Fax Only)
(Monday-Friday 9am-6pm EST)

As of August 2018