

Panasonic Warranty

LJ-SK56A Lithium-ion Battery Storage System

1. Subject to the conditions of this warranty, Panasonic or its Authorised Service Centre will perform the necessary repairs on the Lithium-ion battery storage system comprising the Lithium-ion batteries, the Battery Storage Cabinet and a Network Adaptor (the "Product") without charge for parts or labour, if in the opinion of Panasonic, the product is found to be faulty within the specified warranty period.
2. The Product is supplied with the following warranty conditions from the date of the installation:
 - a) Product warranty : Ten (10) years (120 months) parts and labour in respect to the battery cabinet enclosure, its internal control devices and the Network Adaptor.
 - b) Battery performance warranty: Ten (10) years (120 months) or at least sixty percent (60%) 'State of Health' (SOH) of the initial battery's charge capacity , whichever comes first in respect to the Lithium-ion batteries when used in the factory default 'Maximum Self Consumption Mode' where every 24 hours, one full discharge cycle (100% to 1%) is followed by one full charge cycle (1% to 100%). When used in this mode, the battery will maintain at least 60% of its charge capacity during the 10 year warranty period if operated in accordance with the operating conditions specified. When other charge/discharge modes are employed which exceed one per day (i.e. multiple daily full charge/discharge), the battery charge capacity will fall below 60% sooner than 10 years.
3. The Product operation life, with scheduled maintenance, may be up to a maximum of 14 years after which time the product will permanently shut-down and cease to operate. The product warranty provided by Panasonic is limited to the warranty period specified above from the date of installation.
4. The Product must not be installed in a place or location where it will receive or be subject to the impact of continuous direct sunlight.
5. The Purchaser must provide evidence of the date of installation in order to claim the warranty. Where the Purchaser is unable to provide evidence to the satisfaction of Panasonic of the date of installation, Panasonic will calculate the Product warranty from the date of purchase or the date of manufacture.
6. This warranty only applies to the Panasonic product when:
 - Purchased in Australia and sold by Panasonic Australia, it's Authorised Distributors, or Dealers, and only where the products are used and serviced within Australia or its territories.
 - Warranty service is carried out by a Panasonic Authorised Service Centre, and only if valid proof of installation is presented when warranty service is requested.
 - Installed for normal domestic or small business use
 - The product is installed and used in accordance with the manufacturer's recommendations
 - Installed in regions where the min /max monthly average temperatures are always less than +40 C and greater than 0 C. On the occasions when the temperature exceeds +40 degrees Celsius or falls below 0 degrees Celsius - the product automatically functions to give high priority to preserving battery health by reducing the battery output and extending the battery charging time.
 - The product is installed with compliance to the relevant Australian Wiring Standards, including, but not limited to AS/NZS 3000, AS/NZS 3008.1.1, and AS4777.2.2015
7. The warranty on this product does not cover the following items:
 - Damage, misuse, neglect, or abuse.
 - Malfunction or failure resulting from the use of incorrect voltages, or mains supply problems.
 - Incorrect installation, tampering or repair by unauthorised persons (including unauthorised alterations and or modifications)
 - Build-up of dirt or dust.
 - Mal-adjustment / incorrect settings of customer accessible controls.
 - Failure due to thunderstorm / lightning activity or exposure to abnormally corrosive environmental conditions.
 - Infestation by insects or vermin.
 - Any foreign objects or matter having entered the product.
 - Product operational or vibration noises that are considered normal.
 - Damage to cabinet parts (unless notified at the time of purchase).
 - Installation corrections (e.g. fixing to the ground, correction to wiring, correction to network connections / set-up)
8. To claim warranty service, when required, you should contact Panasonic's Customer Care Centre on 132600, or your point of purchase.
9. The warranty hereby conferred does not extend to, and excludes, any costs associated with the installation, de-installation or re-installation of a product, including costs related to the mounting, de-mounting or remounting of any hardware, (and any other ancillary activities), delivery, handling, freighting, transportation or insurance of the product or any part thereof or replacement of and do not extend to, and exclude, any damage or loss occurring by reason of, during, associated with, or related to such installation, de-installation, re-installation or transit.

Panasonic Authorised Service Centres are located in major metropolitan areas and most regional centres of Australia, however, coverage will vary dependant on product within remote locations. For advice on exact Authorised Service Centre locations for your product, please telephone our Customer Care Centre on 132 600.

In addition to your rights under this warranty, Panasonic products come with consumer guarantees that cannot be excluded under the Australian Consumer Law. If there is a major failure with the product, you can reject the product and elect to have a refund or to have the product replaced or if you wish you may elect to keep the product and be compensated for the drop in value of the product. You are also entitled to have the product repaired or replaced if the product fails to be of acceptable quality and the failure does not amount to a major failure.

If there is a major failure in regard to the product which cannot be remedied then you must notify us within a reasonable period of time by contacting the Panasonic Customer Care Centre. If the failure in the product is not a major failure then Panasonic may choose to repair or replace the product and will do so in a reasonable period of time from receiving notice from you.

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**

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