

# Limited Warranty (ONLY FOR U.S.A. AND PUERTO RICO)

Panasonic Consumer Marketing Company of North America,  
Division of Panasonic Corporation of North America  
One Panasonic Way, Secaucus, New Jersey 07094

## Panasonic Pro 1 Commercial Microwave Oven Limited Warranty

### Limited Warranty Coverage (For USA and Puerto Rico Only)

If your product does not work properly because of a defect in materials or workmanship, Panasonic Consumer Marketing Company (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
NE-12521 NE-17521 NE-21521	1 Yr.	1 Yr. Magnetron: 3 Years
NE-12523 NE-17523 NE-17723 NE-21523	3 Years	3 Years Magnetron: 3 Years

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 or Puerto Rico. This warranty is extended only to the original purchaser of a new product which was not sold "as is".

### Service:

On-site service in the continental U.S.A. can be obtained during the warranty period from a Panasonic authorized service center. Call 1-888-350-9590, toll free, to locate an authorized service center. Defects must be communicated to The Warrantor by the Purchaser no later than thirty (30) days from the date the defect appears. If the Product shall prove, in the sole judgment of The Warrantor, to be defective in materials or workmanship during the warranty period, The Warrantor shall repair the Product within a reasonable time after notification from the Purchaser to The Warrantor. If the Product cannot be repaired after a reasonable number of attempts, The Warrantor shall provide, at The Warrantor's sole discretion, either a refund of the purchase price or a replacement unit.

**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 Consumer Marketing Company  
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 and Puerto Rico)

**Obtain Product Information and Operating Assistance, locate your nearest Dealer or Service Center, by visiting our Web Site at:**

<http://www.panasonic.com/cmo>

You may also contact us directly at:

1-877-CMO-OVEN (1-877-266-6836)

Monday-Friday 9am-9pm

**For hearing or speech impaired TTY users, TTY: 1-877-833-8855**

### Accessory Purchases (United States and Puerto Rico)

Purchase Parts, Accessories and Instruction Books online for all Panasonic Products by visiting our Web Site at:

<http://www.pstc.panasonic.com>

Or, send your request by E-mail to:

[npcparts@us.panasonic.com](mailto:npcparts@us.panasonic.com)

You may also contact us directly at:

1-800-332-5368 (Phone) 1-800-237-9080 (Fax Only)

(Monday-Friday 9am-9pm EST)

**Panasonic National Parts Center**

20421 84th Avenue South

Kent, WA 98032

(We accept Visa, MasterCard, Discover Card, American Express)

**For hearing or speech impaired TTY users, TTY: 1-866-605-1277**

As of Feb 2012