

PANASONIC HOME & COMMERCIAL PRODUCTS COMPANY
DIVISION OF MATSUSHITA ELECTRIC CORPORATION OF AMERICA

One Panasonic Way 4A-4
 Secaucus, NJ 07094

PANASONIC COMMERCIAL MICROWAVE OVEN WARRANTY

PANASONIC HOME & COMMERCIAL PRODUCTS COMPANY Division of Matsushita Electric Corporation of America, ("The Warrantor") warrants this Product to the original purchaser against defects in material or workmanship as follows:

1. What is covered by this warranty:

- Parts** (Except magnetron tube) — New or refurbished parts in exchange for defective parts.
- Magnetron Tube** — New magnetron tube in exchange for defective magnetron tube.
- Labor** — On site service.

Model	NE-C1153 NE-2180 NE-1257R NE-1780J NE-2680J	NE-3280 NE-1258R NE-1757R NE-2157R
Warranty		
Parts	1 year	3 years
Magnetron	3 years	3 years
Labor	1 year	3 years

NOTE: From Date of Original Purchase

On site service in the Continental U.S.A. can be obtained during the warranty period from a Panasonic Services Company (PASC) Factory Servicenter or an authorized PASC Servicenter. Call 1-800-211-PANA, toll free, to locate an authorized PASC Servicenter.

Defects must be communicated to The Warrantor by the Purchaser in writing no later than thirty (30) days from the date the defect appears. If the Product shall prove, in the sole judgement 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.

2. What is not covered by this warranty:

This warranty only covers failures due to defects in materials or workmanship which occur during normal use and does not cover normal maintenance, light bulbs, plastic parts, ceramic shelves, ceiling plates and air filters. Also not covered are damages which occur in shipment of

failures which are caused by products not supplied by Panasonic. It does not cover failures which result from alteration, accident, misuse, abuse, neglect, mishandling, misapplication, service or modification by anyone other than an PASC authorized factory Servicenter, or damage that is attributable to acts of God.

3. Exclusion of other Warranties:

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER ORAL OR WRITTEN, EXPRESSED OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE. The employees, dealers and agents of The Warrantor are not authorized to make modifications to this warranty, or additional warranties binding on The Warrantor: accordingly additional statements, whether oral or written, do not constitute warranties and should not be relied upon by Purchaser. The Warrantor's liability under this warranty shall be limited solely to the cost of any necessary repairs or replacements of the product, and The Warrantor assumes no risk, and shall not in any case be liable, for any special, incidental or consequential damages, or any other indirect damages, arising from breach of warranty or contract, negligence, or any other legal theory, including, without limitation, loss of good will profits or revenue, cost of capital, cost of any substitute equipment, facilities or services or downtime costs, or claims of any party dealing with purchaser for such damages.

4. 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.

5. Allocation of Risks:

This warranty allocates the risks of Product failure between The Warrantor and the Purchaser, as authorized by the Uniform Commercial Code and other applicable law.

If a problem with this product develops during or after the warranty period, you may contact your authorized PASC Servicenter. If the problem is not handled to your satisfaction, you may contact Panasonic Home and Commercial Products Company at the address shown above.

Administrative Bulletin

Number: E10-01-06A

Date: May, 2001

Panasonic Home & Commercial Products Company
Commercial and Residential Products Group

Product: Commercial Rice Cooker

File this bulletin with the respective service policy

Please be advised that effective June 1, 2001 the Commercial Rice Cooker, model SR42HZP, will no longer be a repairable item. Instead, it will become an exchangeable item. The exchange, either free of charge or with charge, depending on warranty status, will be conducted according to the following guideline:

1. Please advise the customers who request their rice cookers to be serviced (regardless of warranty status) to deliver (ship, mail, carry) defective product, postage pre-paid, along with proof of purchase (if in warranty) and contact information (name, address, phone number) to:

Panasonic Services Company
PLUS Department
20421 84th Avenue South
Kent, WA 98032

Phone: (800) 833 9626

Fax: (800) 237 9080

2. If qualified for warranty replacement (proof of purchase, no signs of abuse or misuse), the cooker will be exchanged with a new one, free of charge, including shipping cost.
3. Rice cookers that are in need of service after the warranty has either expired or has been voided will be replaced under the PLUS program at dealer cost to the customer, provided the customer has agreed to such arrangement.
4. All outstanding warranty claims for the subject model must be settled with Panasonic no later than June 30, 2001.
5. Any questions regarding the PLUS program should be directed to the phone number listed above.

We ask that you follow this new procedure and advise your customers accordingly. Your cooperation in implementing this policy change will be greatly appreciated.