

# Panasonic Products Limited Warranty

## Limited Warranty Coverage (For USA Only)

If your product does not work properly because of a defect in materials or workmanship, Panasonic Consumer Electronics Company 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	Parts	Labor
EPMA70 EPMAJ7 EP30005 EPMA73 EP30007 Massage block / all electronic components	3 yrs. or 1 000 hrs. 5 yrs. or 1 000 hrs.	3 yrs. or 1 000 hrs.
EP1285 EPMA10	3 yrs. or 1 000 hrs.	1 yr. or 1 000 hrs.

3 yrs. or 1 000 hours of use whichever comes first.

5 yrs. or 1 000 hours of use whichever comes first.

During the “Labor” warranty period there will be no charge for labor. During the “Parts” warranty period, there will be no charge for parts. The purchaser pays for all labor charges related to the removal and installation of the massage block or electronic components during the fourth and fifth year of the warranty.

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”.

### In-home or Carry-In Service:

To find a service center, or to answer any questions regarding this product, please visit <https://panasonicmassage.com/support> or call 720-709-1151.

This warranty includes an in-home determination of whether this product is eligible for repair under the one thousand (1 000) hours of use provision herein, provided that CS Group (CSG) was first contacted by telephone at 720-709-1151 and the number of hours could not, at the time of that call, be ascertained from the built-in timer by following the instructions of CSG (“In Home Determination”). However, if it is determined, from the In Home Determination, that the product is not eligible for warranty service for any reason, and if service is subsequently obtained, the cost of the In Home Determination is NOT included in this warranty.

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 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, mishandling, misapplication, alteration, faulty installation, set-up adjustments, misadjustment of consumer controls, improper maintenance, power line surge, lightning damage, modifications, introduction of sand, commercial use such as hotel, office, restaurant, or other business or rental use of the product, or service by anyone other than a PCEG Authorized Service Center, or damage that is attributable to acts of God.

The chair is designed for a maximum user weight of 264 lbs (120 kg). Exceeding the maximum weight may cause permanent damage to the massage mechanism and/or other components of the unit. Any such damage is deemed to be user abuse and is not covered under the Limited Warranty.

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.

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