

**PANASONIC CORPORATION OF NORTH AMERICA**  
Two Riverfront Plaza  
Newark, NJ 07102

## **Panasonic Business Telephone System (BTS) Products 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 System Communications Company of North America (PSCNA), (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 ("Limited Warranty period"), at its option either (a) repair your product with new or refurbished parts or (b) replace it with a new or a refurbished product. The decision to repair or replace will be made by the warrantor.

<b>Category</b>	<b>Parts</b>	<b>Labor</b>
Analog Hybrid PBX Products	One (1) Year	One (1) Year
Wired and Wireless Telephones (Analog Proprietary Telephones, FHSS and DECT (Wireless))		
Voice Processing System (VPS)		

During the "Labor" Limited Warranty period there will be no charge for labor. During the "Parts" Limited Warranty period, there will be no charge for parts. You must mail-in your product during the warranty period. This Limited Warranty excludes both parts and labor for batteries, antennas, and cosmetic parts (cabinet). This Limited Warranty only applies to products purchased and serviced in the United States or Puerto Rico. This Limited Warranty is extended only to the original purchaser and only covers product purchased as new.

PARTS AND SERVICE NOT COVERED BY THIS LIMITED WARRANTY ARE THE RESPONSIBILITY OF THE PURCHASER.

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

### **Limited Warranty Limits and Exclusions**

This Limited Warranty ONLY COVERS failure due to defects in materials or workmanship, and DOES NOT COVER either parts or labor for batteries, antennas, cosmetic parts, normal wear and tear or cosmetic damage. The Limited 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, maladjustment of consumer controls, improper maintenance, power line surge, lightning damage, modification, introduction of sand, humidity or liquids, or rental use of the product, or service by anyone other than a Factory Service Center, 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 LIMITED WARRANTY.

(For example: this warranty excludes damages for lost time, lost calls or messages, cost of having someone remove or re-install an installed unit if applicable, travel to and from the servicer. The items listed are not exclusive, but are 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 above exclusions or limitations 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 Limited Warranty period; you may contact your dealer or Service Center. If the problem is not handled to your satisfaction, then write to the warrantor's Consumer Affairs Department at the addresses listed for the warrantor.

## **PRODUCT REPAIRS (United States and Puerto Rico)**

### **Mail-in Service**

For assistance in the continental U.S.A and Puerto Rico in obtaining repairs, please ship the product to:

**Panasonic National Service Center  
1615 Dundee Avenue Dock G  
Elgin, IL 60120  
1 (847) 888-7000**

When shipping the unit carefully pack and send it pre-paid, adequately insured and preferably in the original carton. Include a letter detailing the complaint and provide a daytime phone number where you can be reached.

## **Customer Service Directory (United States and Puerto Rico)**

To obtain Product Information, visit our website at:

**<http://www.panasonic.com/bts>**

### **For Technical Support:**

Phone: 1 (888) 713-2310 (Dealer PIN Required)  
9 am – 8 pm (ET) Monday through Friday  
Website: <http://www.panasonicpartnerportal.com>  
E-mail: [kxtsupport@us.panasonic.com](mailto:kxtsupport@us.panasonic.com)  
Fax: 1 (201) 348-4641  
TTY users: 1 (877) 833-8855 (For hearing or speech impaired)

## **Accessory & Parts Purchases (United States and Puerto Rico)**

Purchase Parts, Accessories and Instruction Books for all Panasonic Unified Communication Products, send your request by E-mail to:

**[PSCNAParts@us.panasonic.com](mailto:PSCNAParts@us.panasonic.com)**

You may also contact us directly at:

1-(800)-332-5368 (Phone) (Monday - Friday 10 AM to 6 PM, ET)  
1-(800)-237-9080 (Fax Only)  
TTY users: 1-(866)-605-1277 (For hearing or speech impaired)

(Visa, Master Card, Discover Card, American Express accepted)

## **SAFETY INSTALLATION INSTRUCTIONS**

When installing telephone wiring, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Never install telephone wiring during a lightning storm.
2. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
3. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
4. Use caution when installing or modifying telephone lines.