



# Service Information

To all Service Managers & staff of our power tool  
Authorised Service Centres.

When receiving / accepting any Panasonic branded power tools for repair & you find that the tool has been purchased from unauthorised Panasonic resellers e.g. (Sydney Tools), it may not to be treated as a warranty job as this company did not sell these products with the appropriate authorisation of Panasonic Australia.

Therefore these products may not be covered by our normal warranty conditions even though they may contain the normal warranty card in the packaging at the time of purchase.

You will need to advise the customer to return it to the place of purchase for them to conduct the warranty service on it. In most circumstances if the customer insists that it be repaired then you should suggest to the customer that the repair will be treated as a non warranty repair since it was not purchased via an authorised Panasonic power tools reseller.

Please sight the proof of purchase of all Panasonic branded products to verify the place of purchase in all instances prior to accepting them in for warranty repairs.

Regards,

Customer Services Group - Panasonic Australia.