

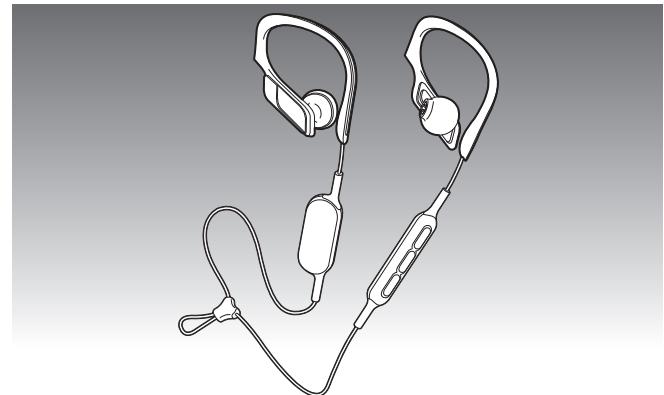
# Panasonic®

## Operating Instructions

Digital Wireless Stereo Earphones

**RP-BTS10**

Model No.



 **Bluetooth®**



Manufactured by:  
Panasonic Corporation  
Kadoma, Osaka, Japan  
Importer for Europe:  
Panasonic Marketing Europe GmbH  
Panasonic Testing Centre  
Winsbergring 15, 22525 Hamburg, Germany



**E**

TQBM0109-4

# Accessories

## Dear customer

Thank you for purchasing this product. Please read these instructions carefully before using this product, and save this manual for future use.

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Please check and identify the supplied accessories.

- 1 USB charging cord



## For the United Kingdom and Ireland customers

### Sales and Support Information

#### Customer Communications Centre

- For customers within the U.K.: 0344 844 3899
- For customers within Ireland: 01289 8333
- Monday - Friday 9:00am - 5:00pm (Excluding public holidays).
- For further support on your product, please visit our website: [www.panasonic.co.uk](http://www.panasonic.co.uk)

#### Direct Sales at Panasonic U.K.

- Order accessory and consumable items for your product with ease and confidence by phoning our Customer Communications Centre - Monday - Friday 9:00am - 5:00pm (Excluding public holidays).
- Or go on line through our Internet Accessory ordering application at [www.pas-europe.com](http://www.pas-europe.com)
- Most major credit and debit cards accepted.
- All enquiries transactions and distribution facilities are provided directly by Panasonic U.K.
- It couldn't be simpler!
- Also available through our Internet is direct shopping for a wide range of finished products. Take a browse on our website for further details.

# (Important) About water resistance

- This unit is splash-proof construction, equivalent of IPX2 of IEC 60529. Note it is not completely water resistant.

\* Water resistance is not guaranteed under all conditions.

\* The charging terminal and the supplied USB charging cable are not water resistant.

## ■ About the IPX2 (liquid ingress protection level against falling water droplets)

Vertically dripping water of normal temperature shall have no harmful effect when the unit is tilted at an angle of 15° from its normal position.

## ■ Observe the following. Incorrect use may cause malfunction.

- Do not leave the unit in a wet state. Wipe this unit with a dry, soft cloth.
- Securely close the charging terminal cover of this unit except when charging.
- Do not open or close the charging terminal cover with wet hands or with water droplets on this unit.
- Before closing the charging terminal cover, remove any hair, lint, sand, dust, etc. not to allow them to be caught in the charging terminal cover.
- Do not splash soap water or detergent on the unit, or immerse it in water.

# Safety precautions

## ■ Unit

- Avoid using or placing this unit near sources of heat.
- Do not use while operating a motorized vehicle. It may create a traffic hazard and is illegal in many areas.
- Do not listen with this unit at high volume in places where you need to hear sounds from the surrounding environment for safety, such as at railroad crossings, and construction sites.

## ■ Allergies

- Discontinue use if you experience discomfort with the earphones or any other parts that directly contact your skin.
- Continued use may cause rashes or other allergic reactions.

## ■ Precautions for listening with the Earphones

- Do not use your earphones at a high volume. Hearing experts advise against continuous extended play.
- If you experience a ringing in your ears, reduce volume or discontinue use.
- Do not use while operating a motorised vehicle. It may create a traffic hazard and is illegal in many areas.
- You should use extreme caution or temporarily discontinue use in potentially hazardous situations.

This unit may receive radio interference caused by mobile telephones during use. If such interference occurs, please increase separation between this unit and the mobile telephone.

This unit is intended for use in moderate and tropical climates.

## ■ USB

- Do not use any other USB charging cords except the supplied one.

Caution: Use only the supplied USB charging cord when connecting to a computer.

## Avoid the use in the following conditions

- High or low extreme temperatures during use, storage or transportation.
- Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.
- Extremely high temperature and/or extremely low air pressure that can result in an explosion or the leakage of flammable liquid or gas.

## Declaration of Conformity (DoC)

Hereby, "Panasonic Corporation" declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. Customers can download a copy of the original DoC to our RE products from our DoC server:

<http://www.doc.panasonic.de>

Contact to Authorised Representative:

Panasonic Marketing Europe GmbH, Panasonic Testing Centre,  
Winsbergring 15, 22525 Hamburg, Germany

## For Singapore only

Complies with  
IDA Standards  
DB01017

## For Thailand only

This telecommunication equipment conforms to NTC/NBTC technical requirement.

## Disposal of Old Equipment and Batteries

### Only for European Union and countries with recycling systems



These symbols on the products, packaging, and/or accompanying documents mean that used electrical and electronic products and batteries must not be mixed with general household waste.

For proper treatment, recovery and recycling of old products and used batteries, please take them to applicable collection points in accordance with your national legislation.

By disposing of them correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment.

For more information about collection and recycling, please contact your local municipality.

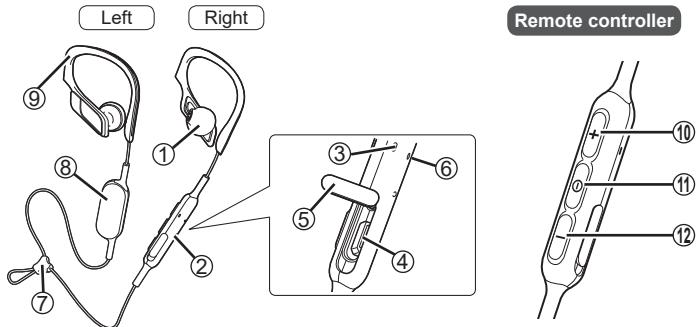
Penalties may be applicable for incorrect disposal of this waste, in accordance with national legislation.

### Note for the battery symbol (bottom symbol):



This symbol might be used in combination with a chemical symbol. In this case it complies with the requirement set by the Directive for the chemical involved.

# Part names



## ① Earphone

## ② Remote controller

## ③ LED indicator light\*

- The number of blinks or color notifies the status of the unit.  
(\* hereafter referred to as "LED")

## ④ Charging terminal (DC IN)

- Open the USB lid and connect the USB charging cord (supplied) to this terminal when charging. (See "Charging")

## ⑤ USB lid

## ⑥ Microphone

## ⑦ Cord adjuster

## ⑧ Battery case

(Please remove the battery when disposing of this product. → P. 11)

## ⑨ Clip

## ⑩ Volume + / Next

## ⑪ Power / Pairing / Play / Pause / Call ⑫ Volume - / Previous

## ■ Note

- Tightening the cord too short using the cord adjuster ⑦ will cause the clip ⑨ to open and not fit securely. It is recommended that the cord not be overly tight so as to allow for a proper fit and normal movement.
- Do not use any other USB charging cords except the supplied one.
- When using the unit, do not cover the remote controller with the palm of your hand. The Bluetooth® connection may be blocked.

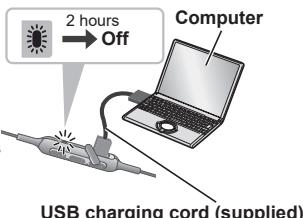
The product illustrations may differ from the actual product.

# Charging

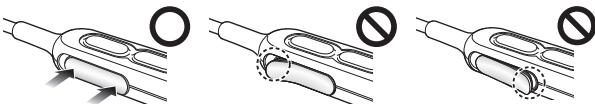
The rechargeable battery (installed in the unit) is not charged initially. Charge the battery before using the unit.

## 1 Connect this unit to a computer using the USB charging cord

- The LED will light in red.
- The LED lights in red when charging is in progress. When charging is completed, the LED will go out.
- Charging will take approximately 2 hours from empty state to fully charged. (Quick charging time for 60 minutes operation: Approx. 20 minutes)



## 2 Close the charging terminal cover securely



## ■ Do not touch the charging terminal with wet hand

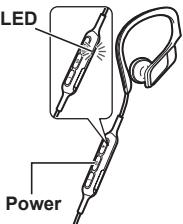
- If sweat or liquid is attached to the charging terminal, malfunction may occur.

## ■ Note

- The Bluetooth® feature cannot be used when this unit is connected to a computer using the USB charging cord.
- Charge in a room temperature of between 10 °C and 35 °C.
- The power cannot be turned on while charging.
- Do not use any other USB charging cords except the supplied one.
- If PC used for charging enters "sleep mode", charging may not take place.

# Turning the power on/off

- 1 In the power-off state, press and hold the power ① button of this unit for approx. 3 seconds until the LED (blue) blinks
  - A beep will sound, and the LED (blue) on the remote controller will blink slowly.



## To turn the power off

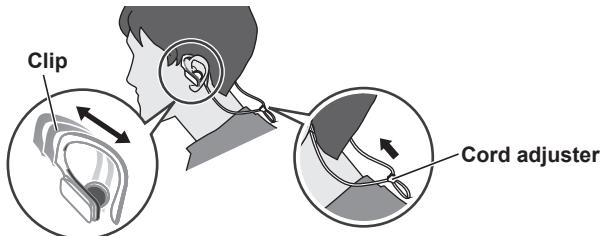
- Press and hold ① for approximately 3 seconds. A beep will sound and the power will be turned off.

## ■ Note

- When the unit is not operated for approximately 5 minutes, the power will automatically turn off. (See "Auto power off" (→ P. 7))

# How to wear the earphones

Hung this unit around the neck with the remote controller on the right side, and put on the earphones.  
Move the cord adjuster toward the back of the head, and adjust the cord length.



## ■ Note

- When using the earphones for the first time, slide the clip to achieve a comfortable fit, and adjust the clip to the position where sounds are most easily heard.
- Depending on the wearing condition, sound quality may change.

## ■ Attention

- Do not forcibly deform the clip.  
The clip may be damaged.

# Connecting a Bluetooth® device

## Preparation

- Place the Bluetooth® device within approx. 1 m from the unit.
- Check the device operation using its operation instructions as required.

## Pairing (Registration) this unit with the Bluetooth® device for connection

- 1 In the power-off state, press and hold the power button of this unit until the LED blinks

When pairing a device for the first time : approx. 3 seconds

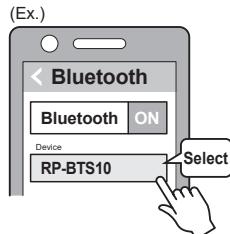
When pairing a second or subsequent devices : approx. 5 seconds

- The unit starts to search for the Bluetooth® device for connection, and the LED will blink in blue and red alternately.

- 2 Turn on the power of the Bluetooth® unit, and enable the Bluetooth® function

- 3 Select "RP-BTS10" from the Bluetooth® device's menu

- The MAC address "□□□□□□" (□ stands for a character that is unique to each set.) may be displayed before "RP-BTS10" is displayed.
- If prompted for a passkey, input the passkey "0000 (four zeros)" of this unit.



- 4 Check the connection with the Bluetooth® device on the unit

- The LED will blink in blue and red alternately until the connection with the device is completed. When an electronic sound beeps and the LED (blue) blinks twice every approx. 2 seconds, pairing (registration) is completed. (Connection established)

## ■ Note

- If connection to a device is not established within approximately 5 minutes, the unit will be turned off. Perform pairing again.
- You can pair up to 8 Bluetooth® devices with this unit. If a 9th device is paired, the device with the oldest connection will be replaced. To use it, perform pairing again.

# Listening to music

## Connecting a paired Bluetooth® device

### 1 Turn on the unit

- Press and hold the power button of this unit for approx. 3 seconds until the LED (blue) blinks.
- A beep will sound, and the LED (blue) will blink slowly.

### 2 Perform steps 2 and 3 of “Pairing (Registration) this unit with the Bluetooth® device for connection” (→ P. 5)

- When the LED (blue) blinks twice every approx. 2 seconds, pairing (registration) is completed. (Connection established)

#### ■ Note

- This unit remembers the device lastly connected. Connection may be automatically established after step 1 (see above).
- If connection to a device is not established within approximately 5 minutes, the unit will be turned off. Perform pairing again. (→ P. 5)

If the Bluetooth® compatible device supports the “A2DP” and “AVRCP” Bluetooth® profiles, music can be played back with remote control operations on the unit.

• **A2DP** (Advanced Audio Distribution Profile): Transmits audio to the unit.

• **AVRCP** (Audio/Video Remote Control Profile):

Allows remote control of the device using the unit.

### 1 Connect the Bluetooth® device and the unit (→ P. 5)

### 2 Select and play the music on the Bluetooth® device

- The selected music is output to the earphones of the unit.

## Operating time of battery

Battery type	Operating time
Rechargeable battery (installed in the unit)	Approx. 4 hours 20 minutes

Operating time may be less depending on the operating conditions.

#### ■ Attention

- The unit might leak sound depending on the volume level.
- When the volume is increased to near maximum level, music may sound distorted. Decrease the volume until the distortion is cleared.

## Remote controlling

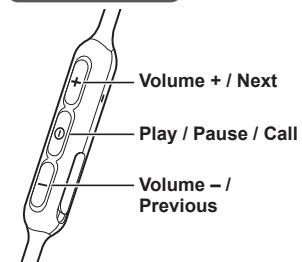
You can control the Bluetooth® device using the unit.

- Depending on Bluetooth® devices, some functions below do not work, or work differently via operation of the unit.

### (Operation example)

Play / Pause / Call		
①	Press	Play / Pause / Call
	Press twice quickly	Reject the incoming call / Switch the calling device

### Remote controller



### Previous / Next / Volume

+	Press	Increase the volume
+	Press and hold	Forward to the start of next track
-	Press	Decrease the volume
-	Press and hold	Return to the start of current track

#### ■ Note

- The volume can be adjusted in 15 levels. When the maximum or minimum volume is reached, a beep will sound.
- “Increase/Decrease the volume” function is not available while pause.

# Making a phone call

With Bluetooth® enabled phones (cell phones or smartphones) that support the "HSP" or "HFP" Bluetooth® profile, you can use the unit for phone calls.

## • HSP (Headset Profile):

This profile can be used to receive monaural sounds and establish two-way communication using the microphone on the unit.

## • HFP (Hands-Free Profile):

In addition to the HSP functions, this profile has the incoming and outgoing calls function.

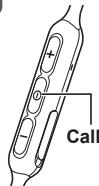
## 1 Connect the Bluetooth® enabled phone and unit

### 2 When answering an incoming call

#### Press ① on the unit and answer the call

- During an incoming call, ringtone will sound from the earphones and the LED will blink.
- (HFP only) To reject the incoming call, press ① twice quickly until the ringtone stops.

#### Remote controller



### 3 Start talking

- The LED will repeatedly blink 2 times during a call.
- The volume can be adjusted during a phone call. For setting instructions, see "Remote controlling". (→ P. 6)

### 4 Press ① to end the phone call

- A beep will sound.

#### ■ Note

- There may be instances when hands free setting needs to be done on the Bluetooth® enabled phone.
- Depending on the Bluetooth® enabled phone, you may hear incoming and outgoing call ringtones of the phone from the unit.
- (HFP only) Press ① twice quickly on the unit. The calling device will be switched between the Bluetooth® enabled phone and the unit.

# Useful functions

## Resetting the unit

This unit can be reset when all operations are rejected. To reset the unit, push ① button for 10 seconds. All the previous operations will be canceled. (The pairing device information will not be deleted.)

## Auto power off

If the unit is silent for approximately 5 minutes and operations for Bluetooth® devices are idle during that period, a beep will sound and the power will be automatically turned off.

## LED indicator light

When the battery level is low during use of the unit, the blue blinking LED on the remote controller will change to red. A beep will sound every 1 minute. When the battery runs out, the power will turn off.

# Restoring to the factory settings

When you want to delete all pairing device information, etc., you can restore the unit to the factory settings (original settings upon purchase). Charge the battery before restoring the unit.

## 1 Turn the power off, and press and hold ① for approximately 5 seconds

- Start searching for Bluetooth® devices to connect.

## 2 Press and hold + and - for 5 seconds or more simultaneously while searching

- The LED will blink fast in blue. The unit will restore to the factory settings.

## ■ Attention

- When pairing a device again, delete the registering information (Device: "RP-BTS10") from the Bluetooth® device's menu, and register this unit with the Bluetooth® device again. (→ P. 5)

# Maintenance

Clean this unit with a dry and soft cloth.

- Do not use solvents including benzine, thinner, alcohol, kitchen detergent, a chemical wiper, etc. This might cause the exterior case to be deformed or the coating to come off.

## Keeping the battery performance

- During the long period of disuse, full charge this unit once every 6 months to keep the battery performance.

# Copyright, etc.

- The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Panasonic Corporation is under license.

Other trademarks and trade names are those of their respective owners.

- Other system names and product names appearing in this document are in general the registered trademarks or trademarks of the respective developer companies.

Note that the ™ mark and ® mark do not appear in this document.

# About Bluetooth®

Panasonic bears no responsibility for data and/or information that is compromised during a wireless transmission.

## ■ Frequency band used

This unit uses the 2.4 GHz frequency band.

## ■ Certification of this unit

- This unit conforms to frequency restrictions and has received certification based on frequency laws. Thus, a wireless permit is not necessary.
- The actions below are punishable by law in some countries:
  - Taking apart/modifying the unit.
  - Removing specification indications.

## ■ Restrictions of use

- Wireless transmission and/or usage with all Bluetooth® equipped devices is not guaranteed.
- All devices must conform to standards set by Bluetooth SIG, Inc.
- Depending on the specifications and settings of a device, it can fail to connect or some operations can be different.
- This system supports Bluetooth® security features. But depending on the operating environment and/or settings, this security may not be sufficient. Transmit data wirelessly to this system with caution.
- This system cannot transmit data to a Bluetooth® device.

## ■ Range of use

Use this unit at a maximum range of 10 m.

The range can decrease depending on the environment, obstacles or interference.

## ■ Interference from other devices

- This unit may not function properly and troubles such as noise and sound jumps may arise due to radio wave interference if this unit is located too close to other Bluetooth® devices or the devices that use the 2.4 GHz band.
- This unit may not function properly if radio waves from a nearby broadcasting station, etc. is too strong.

## ■ Intended usage

- This unit is for normal, general use only.
- Do not use this system near an equipment or in an environment that is sensitive to radio frequency interference (example: airports, hospitals, laboratories, etc.).

# Troubleshooting guide

Before requesting service, make the following checks. If you are in doubt about some of the check points, or if the remedies indicated do not solve the problem, consult your dealer for instructions.

## General

### The unit does not respond

- Push ① button for 10 seconds. The unit will be reset.  
(The pairing device information will not be deleted.)

## Power supply and charging

### If you are having difficulty charging the unit

- Make sure the computer is turned on and is not on standby or sleep mode.
- Is the USB port you are currently using working properly? If your computer has other USB ports, unplug the connector from its current port and plug it into one of the other ports.
- If the steps mentioned above are not applicable, unplug the USB charging cord and plug it in again.
- If the charge time and operating time become shortened, the battery may have run down. (Number of charging times of the installed battery: Approximately 300.)

### Charging takes longer

- Charge in a room temperature of between 10 °C and 35 °C.

### LED does not light during charging

- Is the USB charging cord (supplied) connected firmly to the USB terminal of the computer? (→ P. 4)

### The power does not turn on

- Is the unit being charged? The power cannot be turned on during charging.  
(→ P. 4)

## Bluetooth® device connection

### The device cannot be connected

- Delete the pairing information for this unit from the Bluetooth® device, then pair them again. (→ P. 5)

## Sound and audio volume

### No sound

- Make sure that the unit and the Bluetooth® device are connected correctly.  
(→ P. 5)
- Check if music is playing on the Bluetooth® device.
- Make sure that the unit is turned on and the volume is not set too low.
- Pair and connect the Bluetooth® device and the unit again. (→ P. 5)

### Low volume

- Increase the volume of the unit. (→ P. 6)
- Increase the volume on the Bluetooth® device.
- Water, etc. may be adhering to the inside the earphones. Adhering water, etc. may reduce the sound level. (→ P. 4)

### Sound from the device is cut off / Sound quality is bad

- Sound may be disrupted if signals are blocked. Do not fully cover this unit with the palm of your hand, etc.
- The device may be out of the 10 m communication range. Move the device closer to this unit.
- Remove any obstacle between this unit and the device.
- Switch off any wireless LAN device when not in use.
- A communication problem may arise if the battery is not fully charged. Charge the unit. (→ P. 4)

## Phone calls

### You cannot hear the other person

- Make sure that the unit and the Bluetooth® enabled phone are turned on.
- Check if the unit and the Bluetooth® enabled phone are connected. (→ P. 5)
- Check the audio settings of the Bluetooth® enabled phone. Switch the calling device to the unit if it is set to the Bluetooth® enabled phone. (→ P. 5)
- If the volume of the other person's voice is too low, increase the volume of both the unit and the Bluetooth® enabled phone.
- Water, etc. may be adhering to the inside the earphones. Adhering water, etc. may reduce the voice volume of the other person.
- Water, etc. may be adhering to the microphone. Your voice may not reach the other person due to adhering water, etc.

# Specifications

## ■ General

<b>Power supply</b>	DC 5 V, 0.6 W (Internal battery: 3.7 V (Li-polymer))
<b>Operating time<sup>*1, *2</sup></b>	Approx. 4 hours 20 minutes
<b>Charging time<sup>*2</sup> (25 °C)</b>	Approx. 90 minutes
<b>Charging temperature range</b>	10 °C to 35 °C
<b>Operating temperature range</b>	0 °C to 40 °C
<b>Operating humidity range</b>	35%RH to 80%RH (no condensation)
<b>Mass (Weight)</b>	Approx. 20 g
<b>Water resistant</b>	IPX2 equivalent

<sup>\*1</sup> It may be shorter depending on the operating conditions.

<sup>\*2</sup> Charging time to secure operating time.

## ■ Bluetooth® section

<b>Bluetooth® system specification</b>	Ver. 4.1
<b>Wireless equipment classification</b>	Class 2 (2.5 mW)
<b>Frequency band</b>	2402 MHz to 2480 MHz
<b>Max RF power</b>	4 dBm (EIRP)
<b>Supported profiles</b>	A2DP, AVRCP, HSP, HFP
<b>Supported codec</b>	SBC
<b>Operating distance</b>	Up to 10 m

## ■ Speaker section

<b>Driver units</b>	14.3 mm
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## ■ Terminal section

<b>DC IN</b>	DC 5 V, 0.6 W
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## ■ Microphone section

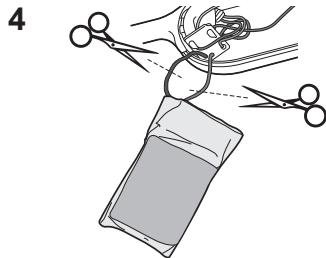
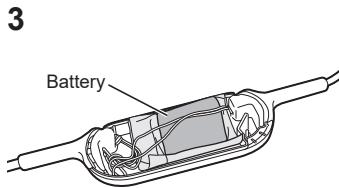
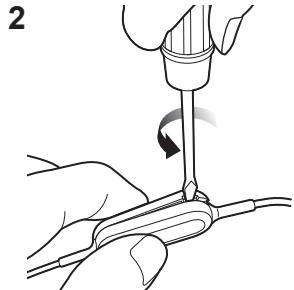
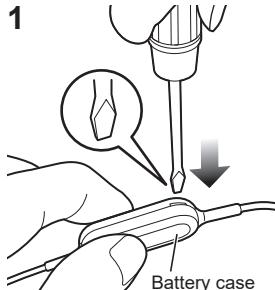
<b>Type</b>	Mono
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## ■ Accessory section

<b>USB charging cord</b>	0.1 m
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- Specifications are subject to change without notice.

# To remove the battery when disposing of this unit



The following instructions are not intended for repairing purposes but for the disposal of this unit. This unit is not restorable once disassembled. When disposing of this unit, take out the battery installed in this unit and recycle it.

## Danger

As the rechargeable battery is specifically for this product, do not use it for any other device.

Do not charge the removed battery.

- Do not heat or expose to flame.
- Do not leave the battery(ies) in a car exposed to direct sunlight for a long period of time with doors and windows closed.
- Do not pierce the battery with a nail, subject it to an impact, or dismantle or modify it.
- Do not let the wires touch any other metal or each other.
- Do not carry or store the battery with a necklace, hair pin, or the like.

Doing so may cause the battery to generate heat, ignite, or rupture.

## Warning

Do not place the removed battery, and other items within reach of infants.

Accidental swallowing of such an item may have an adverse effect on the body.

- In the event that you think such an item has been swallowed, consult a doctor immediately.

In the event of fluid leaking from the battery, take the following measure, and do not touch the fluid with bare hands.

Fluid entering into an eye may cause loss of eyesight.

- Wash the eye with water immediately without rubbing it, and then consult a doctor.

Fluid getting on your body or clothes may cause inflammation of the skin or injury.

- Sufficiently rinse with clean water, and then consult a doctor.

A lithium-ion polymer rechargeable battery is built in to the battery case. Please discard according to local regulations.

When disposing this product, disassemble properly by following the procedure, and remove the internal rechargeable battery.

- Disassemble after the battery runs out.
- When disposing of the battery, please contact your local authorities or dealer and ask for the correct method of disposal.

### 1 Put a straight-slot screwdriver (commercially available) into the battery case.

- Make sure to keep fingers away from the tip of the screwdriver.
- Select a screwdriver to be large enough for a space under the joint part.

### 2 Use the screwdriver for leverage, push and open the battery case.

- Be careful not to touch the battery with the screwdriver.

### 3 Hold the battery and remove it.

### 4 Pull off the battery and separate it from the battery case by cutting off the wires, one by one, with scissors.

- Insulate the wire parts of the removed battery with cellophane tape.
- Do not damage or dismantle the battery.

## Panasonic Warranty

1. Subject to the conditions of this warranty Panasonic or its Authorised Service Centre will perform necessary service on the product, without charge for parts or labour, if in the opinion of Panasonic the product is found to have a manufacturing defect within one (1) year or (12 months) (the "warranty period") from the date of purchase appearing on your purchase receipt.

2. This warranty only applies to Panasonic products purchased in Australia and sold by Panasonic Australia, it's Authorised Distributors, or Dealers, and only where the products are used and serviced within Australia or its territories. Warranty cover only applies to the services that are carried out by a Panasonic Authorised Service Centre and only if valid proof of purchase is presented when the warranty service is requested.

3. This warranty only applies if the product has been installed and/or used in accordance with the manufacturer's recommendations (as noted in the operating instructions) under normal use and reasonable care in the opinion of Panasonic. The warranty does not cover damage, malfunction or failure resulting from use of incorrect voltages, incorrect installation, accident, misuse, neglect, build-up of dirt or dust, abuse, maladjustment of customer controls, mains supply problems, thunderstorm activity, infestation by insects or vermin, tampering or repair by unauthorised persons (including unauthorised alterations), exposure to abnormally corrosive conditions, or any foreign object or matter having entered the product.

4. This warranty does not cover the following items unless the fault or defect existed at the time of purchase:

- (a) Consumable parts
- (b) Cosmetic parts
- (c) Worn or damaged parts
- (d) Information stored on Hard Disk Drives, Optical Discs, USB Devices, SD Cards, Tapes
- (e) DTV reception issues caused by TV Aerial / Cabling / Wall socket(s)

5. Some products may be supplied with Ethernet connection hardware. The warranty is limited on such products and will not cover:

- (a) Internet and or DLNA connection / setup related problems
- (b) Access fees and or charges incurred for internet connection
- (c) Incompatible software or software not specifically stipulated in the product operations manual; and
- (d) Any indirect or consequential costs associated with the incorrect use or misuse of the hardware, its connection to the internet or any other device.

6. To claim warranty service, when required, you should:

- Contact Panasonic's Customer Care Centre on 132 600 for Service Centre information.
- Confirm the opening and acceptance times with the Authorised Service centre that you choose.
- Then send or take the product to a Panasonic Authorised Service Centre together with your proof of purchase receipt.
- Any freight and insurance costs associated with the transport of the product to and/or from your nearest Authorised Service Centre must be arranged and paid for by you.

7. The warranties hereby conferred do not extend to, and exclude, any costs associated with the installation, de-installation or re-installation of a product, including costs related to the mounting, de-mounting or remounting of any screen (and any other ancillary activities), delivery, handling, freighting, transportation or insurance of the product or any part thereof or replacement of and do not extend to, and exclude, any damage or loss occurring by reason of, during, associated with, or related to such installation, de-installation, re-installation or transit.

Panasonic Authorised Service Centres are located in major metropolitan areas and most regional centres of Australia, however, coverage will vary, dependent on product. For advice on exact Authorised Service Centre locations for your product, please telephone our Customer Care Centre on 132 600 or visit our website and use the Service Centre locator.

In addition to your rights under this warranty, Panasonic products come with consumer guarantees that cannot be excluded under the Australian Consumer Law. If there is a major failure with the product, you can reject the product and elect to have a refund or to have the product replaced or if you wish you may elect to keep the goods and be compensated for the loss in value of the goods. You are also entitled to have the product repaired or replaced if the product fails to be of acceptable quality and the failure does not amount to a major failure.

If there is a major failure in regard to the product which cannot be remedied then you must notify us within a reasonable period by contacting the Panasonic Customer Care Centre. If the failure in the product is not a major failure then Panasonic may choose to repair or replace the product and will do so in a reasonable period of time from receiving notice from you.

### THIS WARRANTY CARD AND THE PURCHASE DOCKET (OR SIMILAR PROOF OF PURCHASE) SHOULD BE RETAINED BY THE CUSTOMER AT ALL TIMES

If you require assistance regarding warranty conditions or any other enquiries, please visit the Panasonic Australia website [www.panasonic.com.au](http://www.panasonic.com.au) or contact by phone on **132 600**  
**If phoning in, please ensure you have your operating instructions available.**

Panasonic Australia Pty. Limited

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