

HITACHI

Inspire the Next

WARRANTY TERMS & CONDITIONS

THIS WARRANTY IS APPLICABLE TO PRODUCTS PURCHASED AND INSTALLED IN AUSTRALIA.

Hitachi Australia warrants that the products are free of defects from manufacture. Any proven defect will be rectified by Hitachi Australia Ltd, or Hitachi's authorised service company, free of charge within the appropriate time limits and subject to the conditions set out below:

- Before using this product, please review the terms and conditions below, along with any user/instruction manuals. Use of the product indicates your acceptance of these terms and conditions.
- In order to claim warranty, the customer must produce the original invoice or other purchase document as proof of purchase.
- The warranty is not transferable and is only applicable if, in the opinion of the company, the product has been installed and used in accordance with the Hitachi user instructions issued with the products.
- Damage to the products, malfunction or failure caused by incorrect voltage, alteration, accident, misuse, neglect, abuse, misjudgement, lightning strike, thunderstorm, hail, flood, fire, infestation, corrosion or other conditions beyond the control of Hitachi, tampering by unauthorised persons, faulty interfaces, allowing any foreign matter to enter or obstruct the product, cleaning and maintenance of filters, pumps, optical blocks, etc. shall in no way be considered as a defect of the products and are excluded from any warranties.
- Nothing in this warranty shall be deemed to detract or limit the rights of the owner under any state or federal consumer legislation.
- Under the terms of this warranty, the repair or replacement of any parts shall be at the option of the company or its authorised service dealer.
- All costs of re-installation, relocation, cartage, freight, mileage expenses and insurance are to be paid by the claimant.
- For Return to Base services, the user must ensure that goods are packed properly in appropriate packing. Any damage due to transport or improper packing will be at your own risk and expense.
- All service work is to be conducted by Hitachi Authorised Service Dealers with appropriate electrical license. Failure to comply with these conditions will invalidate any warranty.
- Hitachi and its authorised dealers will not be liable for any loss or damage whatsoever.
- This warranty does not cover any consumable or accessory unless the item is proven to be defective at the time of purchase and does not cover damage caused by the use of exhausted, leaking or used batteries.
- Air Conditioning Systems are to be installed by authorised installers. All refrigeration work is to be carried out by Refrigeration and Air Conditioning tradespeople. All electrical work to be conducted by tradespeople with appropriate electrical license. Failure to comply with these conditions will invalidate any warranty.
- All LCD and plasma panels exhibit some bright, dark or partially lit pixels. This is a normal limitation of these technologies and the manufacturing processes involved. Such pixels are kept to a minimum through strict quality control and are usually not noticeable when viewing normal screen images. Defective pixels are not a warranty issue unless they exceed the manufacturer's specifications for pixel defects.
- Image Retention / Burn-In: Image retention can be an issue for all phosphor-based displays, e.g. Cathode Ray Tube (CRT) TVs, Plasma or CRT-based Rear Projection TVs. In extreme cases, permanent phosphor burn can occur if still/repetitive images are left on the screen for extended periods of time. Such damage to the screen is NOT covered by warranty. Please ensure that the precautions in any documentation supplied with your product are followed in order to avoid permanent damage to your display.
- Projector lamps are a consumable. Hitachi Australia Ltd. will replace the original projector lamp free of charge where the claim is made within the first 500 hours of operation of the projector or first 12 months from date of purchase of the projector (which ever occurs first). Failure to follow the correct operating and shutdown procedures may damage the lamp and void the warranty.

- Projectors are not designed for constant TV viewing. They are ideal for occasional big screen viewing of movies, special events and multimedia presentations. Heavy use will consume lamps faster and reduce overall product life.
- Where the non-complying part is an LCD panel block assembly for a multimedia projector, the parts and labour warranty is for 24 months from the date of purchase or the first 2000 hours of operation (which ever occurs first).
- The warranty period for any other parts of a multimedia projector is 24 months from the date of purchase for both labour and parts. Any evidence of contaminants in the projector (i.e. excessive dust, smoke deposits, lint or any other material in the filters or light path) will be regarded as evidence of the unit being operated in an inappropriate environment or a lack of proper operational and maintenance procedures and will void the warranty.
- Charges will apply for any non-warranty services performed.

12 MONTHS WARRANTY (Return To Service Centre/Return To Base)

- DVD Players*
- DVD Recorders*
- Video Cameras*#
- Video Recorders*

12 MONTHS WARRANTY (In Home Service – see notes below)***

- LCD TVs #
- Plasma Display Panels #
- Plasma TVs #
- Rear Projection Televisions*
- Twin Tub Washing Machines*

24 MONTHS WARRANTY (Return To Service Centre/Return To Base)

- LCD Projectors*
- Vacuum Cleaners*

24 MONTHS WARRANTY (In Home Service – see notes below)***

- Automatic Washing Machines*
- Cathode Ray Tube Colour Televisions*
- Refrigerators (5 years on compressor – parts only)**

5 YEAR WARRANTY (In Home Service – see notes below)***

- Domestic Ducted Air Conditioners (only 12 month warranty applies for process cooling and industrial applications, includes parts only)
- Split Air Conditioners (only 12 month warranty applies for process cooling and industrial applications, includes parts and labour)
- Window Air Conditioners (only 12 month warranty applies for process cooling and industrial applications, includes parts and labour)

NOTES:

1. Products marked:

* Indicates products when used in a commercial application have a 6-month warranty.

** Indicates products when used in a commercial application have a 12-month warranty.

*** In Home Service available in major metropolitan areas only. Return to Base warranty applies in all other areas. In such cases the goods must be forwarded and collected from an authorised Hitachi Service Dealer at your own risk and expense. In the case of refrigerator and air conditioning products, customers are responsible for any service call and travel costs.

Indicates products need to be returned to your nearest capital city (Adelaide, Brisbane, Melbourne, Sydney and Perth only). In such cases the goods must be forwarded and collected from an authorised Hitachi Service Dealer at your own risk and expense.

2. Split and/or Ducted System air conditioners must be installed by an Hitachi approved installer.

RECORD OF PURCHASE.

Please complete the information below and retain it with your purchase receipt.

Hitachi Model No: _____

Serial No: _____

Purchased from: _____

Date Purchased: _____

Before repairs are requested, please ensure:

**POWER IS SUPPLIED AND CORRECTLY CONNECTED
AND CONTROLS ARE SET CORRECTLY.**

Should you need to claim warranty, call the following number to be directed to your nearest authorised Hitachi Service Dealer:

1800 032 689