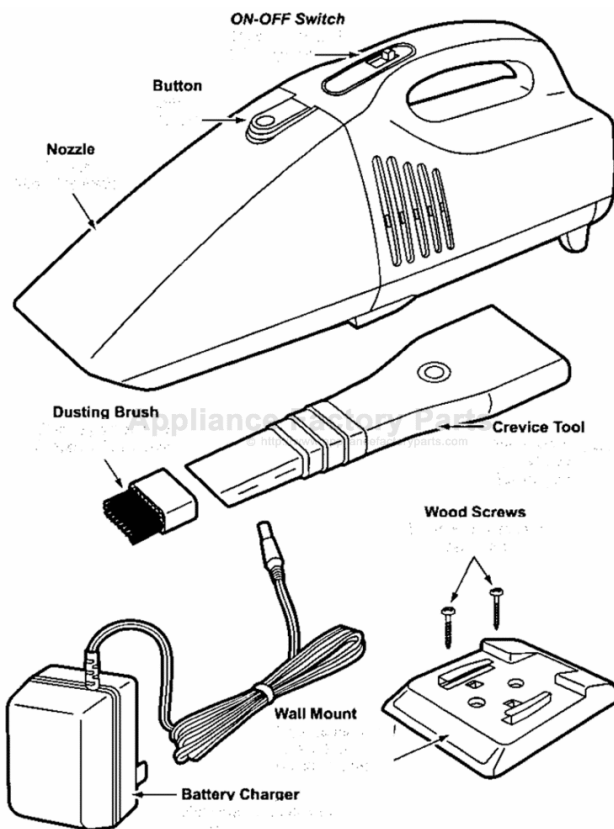


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# PANASONIC MC-V20 Owner's Manual

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MC-V20](#)



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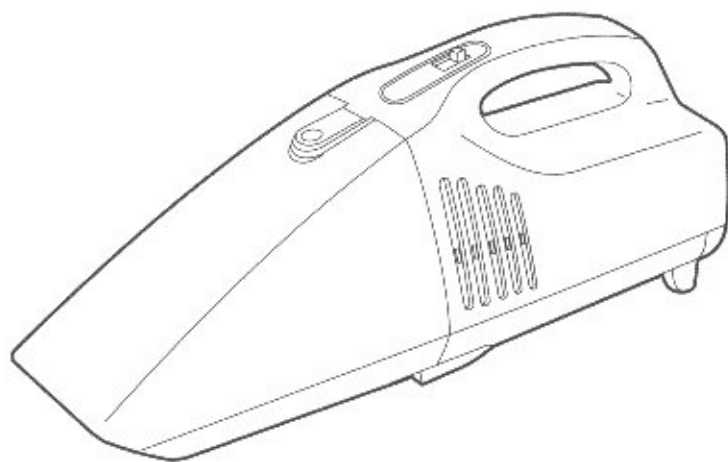
----- Manual continues below -----

# Panasonic®

VACUUM CLEANER  
*Aspiradora / Aspirateur*

## MC-V20

**Operating Instructions**  
*Instrucciones de operación*  
Manuel d'utilisation



**Charge 16 - 20 hours before first use.**

*Cargue entre 16 y 20 horas antes de usar por primera vez.*  
Recharger pendant 16 à 20 heures avant l'utilisation initiale.

**English: Before operating your vacuum cleaner, please read these instructions completely.**

*Español: Antes de usar su aspiradora, lea completamente estas instrucciones por favor.*

*Français: Avant d'utiliser l'appareil, il est recommandé de lire attentivement ce manuel.*

C01ZBEV00000

# CONSUMER INFORMATION

Please read **IMPORTANT SAFETY INSTRUCTIONS** on page 6 before use. Read and understand all instructions.

## TO OUR VALUED CUSTOMER

We are very pleased to welcome you to the Panasonic family of products. Thank you for purchasing this product. Our intent is that you become one of our many satisfied customers.

**Proper assembly and safe use of your vacuum cleaner are your responsibilities. Your vacuum cleaner is intended only for household use. The cleaner should be stored in a dry, indoor area. Read the Operating Instructions carefully for important use and safety information.**

**Special care is required when vacuuming certain types of carpet or floor covering. Always check the carpet or floor covering manufacturer's recommended cleaning instructions before vacuuming.**

## PLEASE PAY CLOSE ATTENTION TO ALL WARNING AND CAUTION STATEMENTS.



**WARNING** statements are designed to alert you to the possibility of personal injury, loss of human life, and/or damage to the vacuum cleaner and/or personal property if the instructions given are not followed.



**CAUTION** statements are designed to alert you to the possibility of damage to the vacuum cleaner and/or personal property if the instructions given are not followed.



### **TO AVOID ELECTRICAL SHOCK**

Never vacuum damp or wet surfaces or liquids.  
DO NOT store machine outdoors.  
Replace worn or frayed power cord immediately.  
Unplug from outlet when not in use and before servicing.

### **TO AVOID ACCIDENTS**

Except for hand-held cleaners, keep machine on floor - not chairs, tables, steps, stairs, etc.  
Store machine promptly after each use to prevent accidents such as tripping over power cord or machine.  
Use machine and accessories only in a manner intended by the manufacturer.  
The use of an extension cord is not recommended.

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# IMPORTANT SAFETY INSTRUCTIONS

When using vacuum cleaner, basic precautions should always be followed, including the following:

**READ ALL INSTRUCTIONS BEFORE USING THIS VACUUM CLEANER**



## WARNING

To reduce the risk of fire, electrical shock, or injury:

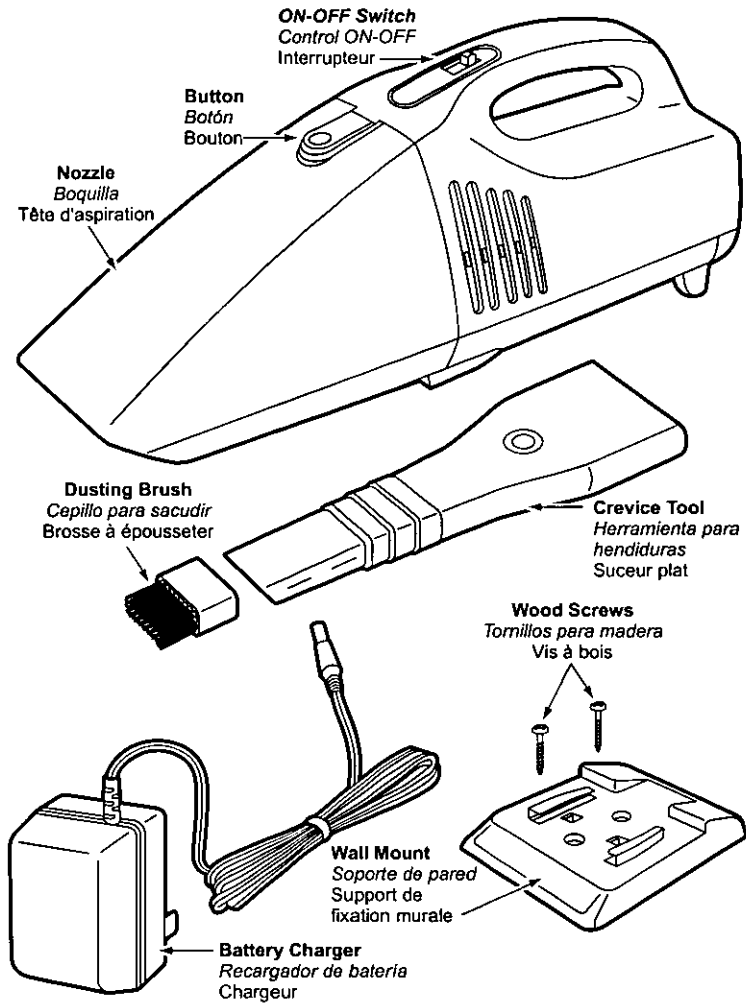
- **Do not** use, or charge, vacuum cleaner outdoors or on wet surfaces.
- **Do not** allow to be used as a toy. Close attention is necessary when used by, or near, children.
- Use only as described in this manual. Use only manufacturer's recommended tools.
- **Do not** use with damaged cord or plug. If vacuum cleaner is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to an authorized Panasonic Servicenter.
- **Do not** abuse the cord. Never carry the charger or base by the cord or pull on cord to disconnect from an outlet; instead grasp the charger and pull to disconnect. Keep cord away from heated surfaces. **Do not** pull cord around sharp edges or corners. **Do not** close door on the charger cord.
- **Do not** handle plug or vacuum cleaner with wet hands.
- **Do not** put any objects into openings. **Do not** use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.
- **Do not** pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
- To avoid excessive heat and damage to the unit or batteries, do not operate the vacuum cleaner on the charging stand.
- Locate the battery charger indoors in a cool dry area not exposed to the weather to avoid electrical shock and/or cleaner damage.
- Leaks from battery cells can occur under extreme usage or temperature conditions. If the liquid, which is a solution of 25-35% potassium hydroxide, gets on the skin (1) wash quickly with soap and water or (2) neutralize with a mild acid such as lemon juice or vinegar. If the liquid gets into the eyes, flush them immediately with clean water for a minimum of ten minutes. Seek medical attention.
- Use only Panasonic charger no. JOD-35U-04A, rated at 120V AC, 60Hz, with 32 mA input and 4.5V, 300 mA and 1.35 VA output, as supplied by the manufacturer, to recharge.
- This product contains nickel cadmium batteries. **Do not** incinerate or expose to high temperatures, as they may explode.
- Use extra care when cleaning on stairs.
- **Do not** use cleaner to pick up flammable or combustible liquids such as gasoline or use in areas where they may be present.

## SAVE THESE INSTRUCTIONS

**Note:** Before you plug in your Panasonic vacuum cleaner, make sure that the voltage indicated on the rating plate located on the battery charger is the same as your local supply.

# PARTS IDENTIFICATION

## Identificación de piezas / Nomenclature



## FEATURES / Características / Caractéristiques

### (PANASONIC CORDLESS HAND VACUUM)

(Aspiradora de mano sin cordón Panasonic)

(Aspirateur à main sans fil Panasonic)

FEATURES Características Caractéristiques	Power / Voltaje / Alimentation		Tools Herramientas Accessoires	Wall Mount Soporte de pared Support de fixation murale
	Battery Charger Recargador / Chargeur	Vacuum Aspiradora / Aspirateur		
Model / Modelo Modèle MCV20	120V AC (60Hz) 32 mA	3.6 V DC 1400 mA	Yes Sí / Oui	Yes Sí / Oui

## ASSEMBLY / Montaje / Assemblage

### Wall Mount Installation Instalación del soporte de pared Installation du support mural

➤ **Screws supplied with vacuum are for wood only**

*Los tornillos provistos con la aspiradora son sólo para madera*  
Les vis fournies sont des vis à bois

➤ **Place wall mount against desired surface and mark holes**

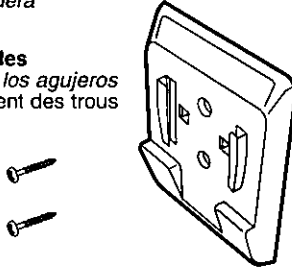
*Coloque el soporte contra la superficie deseada y marque los agujeros*  
Placer le support contre la surface et marquer l'emplacement des trous

➤ **Drill 1/16" starter hole at location marked**

*Haga el agujero con un taladro de 1/16"*  
Percer un trou de 1/16 po aux endroits marqués

➤ **Install screws with screwdriver**

*Coloque los tornillos con un destornillador*  
Insérer les vis avec un tournevis



➤ **To mount to surface other than wood, obtain proper hardware for intended surface and follow directions**

*Para instalar el soporte en otro tipo de superficie, obtenga las herramientas adecuadas para cada superficie y siga las instrucciones*

*Pour une installation sur une surface autre que le bois, se procurer la quincaillerie appropriée, puis suivre les instructions*

### Tool Storage

#### Almacenaje de herramientas / Rangement des accessoires

➤ **Place dusting brush on crevice tool**

*Coloque el cepillo para polvo en el accesorio para hendiduras*  
Placer la brosse à épousseter sur le suceur plat

➤ **Slide wide end of crevice tool and dusting brush into slot on bottom back edge of vacuum**

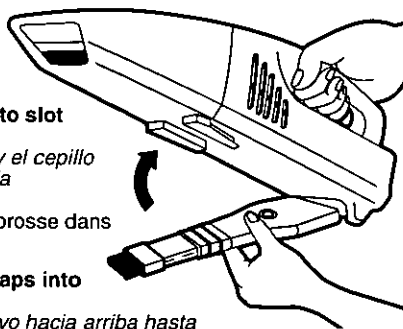
*Deslice la parte ancha del accesorio para hendiduras y el cepillo para polvo en la ranura del borde inferior-posterior de la aspiradora*

*Glisser l'extrémité la plus large du suceur plat et de la brosse dans la fente sur le dessous de l'aspirateur*

➤ **Rotate crevice tool and dusting brush up until it snaps into position**

*Rote el accesorio para hendiduras y el cepillo para polvo hacia arriba hasta que haga un ruido indicando que está en posición correcta*

*Tourner le suceur plat et la brosse à épousseter jusqu'à ce qu'ils s'enclenchent en position*



# Storage and Charging

## Guardando y recargando / Rangement et recharge

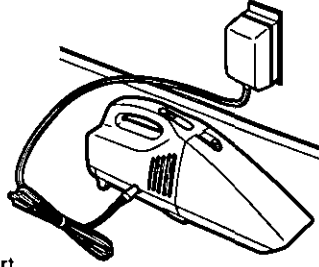
### STORAGE / Guardando / Rangement

#### Horizontal / Horizontal / À l'horizontale

- **Lay vacuum on a stable, flat surface**  
*Coloque la aspiradora en una superficie plana segura*  
Placer l'aspirateur sur une surface plane

#### Vertical / Vertical / À la verticale

- **Hold vacuum by handle and slide into wall mount**  
*Sostenga la aspiradora del asa y deslízcela en el soporte de pared*  
Tenir l'aspirateur par sa poignée, puis le glisser dans le support mural



### CHARGING / Recargando / Recharge

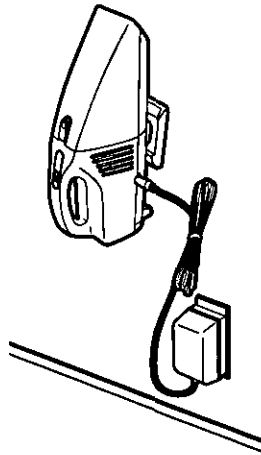
**(Before using vacuum for the first time, charge battery for 16 - 20 hours.)**  
*(Antes de usar la aspiradora por primera vez, recargue la batería entre 16 y 20 horas.)*  
*(Avant d'utiliser l'aspirateur pour la première fois, recharger pendant 16 à 20 heures.)*

**NOTE: To maximize battery life, always allow the battery to run down as low as possible before recharging. Frequent recharging of a battery, which is already charged, can cause "short battery memory" and significantly reduce the vacuum's running time.**

*Nota: Para maximizar la vida de la batería, siempre deje que la batería se descargue al máximo antes de recargar. La recarga frecuente de una batería que todavía está cargada, puede causar "recorte de memoria de la batería" y reducir el tiempo de vida de la aspiradora.*

*Remarque: Pour prolonger la durée de vie du bloc-batterie, toujours le laisser se décharger le plus complètement possible avant de le recharger. Des recharges fréquentes peuvent réduire la capacité de charge et ainsi réduire l'autonomie offerte.*

- **Lay vacuum on a stable, flat surface or slide onto wall mount**  
*Coloque la aspiradora en una superficie estable o en el soporte de pared*  
Placer l'aspirateur sur une surface plane ou le fixer sur son support mural
- **Make sure power switch is in the OFF position**  
*Asegúrese de que el interruptor/botón de encendido se encuentra en posición de apagado (OFF)*  
S'assurer que l'interrupteur est à la position « OFF »
- **Plug battery charger into vacuum and then 120 V outlet**  
*Enchufe el recargador de la batería en la aspiradora y luego enchufe el recargador a la pared.*  
Brancher le chargeur dans l'aspirateur puis dans une prise de courant 120 V
- **Charge the battery for at least 14 hours**  
*Recargue la batería durante 14 horas, por lo menos*  
Recharger pendant au moins 14 heures
- **Charging for extended periods will not harm battery**  
*Recargar por periodos más largos no dañará la batería*  
Une recharge prolongée ne peut nuire au bloc-batterie

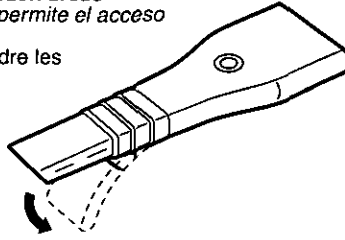


## FEATURES / Características / Caractéristiques

### Flexible Crevice Tool

*Accesorio de punta flexible para hendiduras*  
Suceur plat flexible

- **The crevice tool is flexible to allow access to hard to reach areas**  
*El accesorio para hendiduras tiene una punta flexible que permite el acceso a lugares difíciles de aspirar*  
Grâce à son embout flexible, le suceur plat permet d'atteindre les endroits d'accès difficile
- **Shape the crevice tool as needed**  
*Dé la forma que necesite al accesorio*  
Donner au suceur plat la forme requise
- **Straighten crevice tool before storing**  
*Enderece el accesorio antes de guardar*  
Avant de le ranger, redresser le suceur

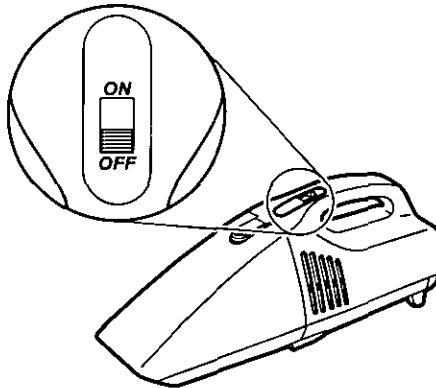


## TO OPERATE CLEANER

*Para operar la aspiradora / Fonctionnement*

### ON-OFF Switch / Control ON-OFF / Interrupteur

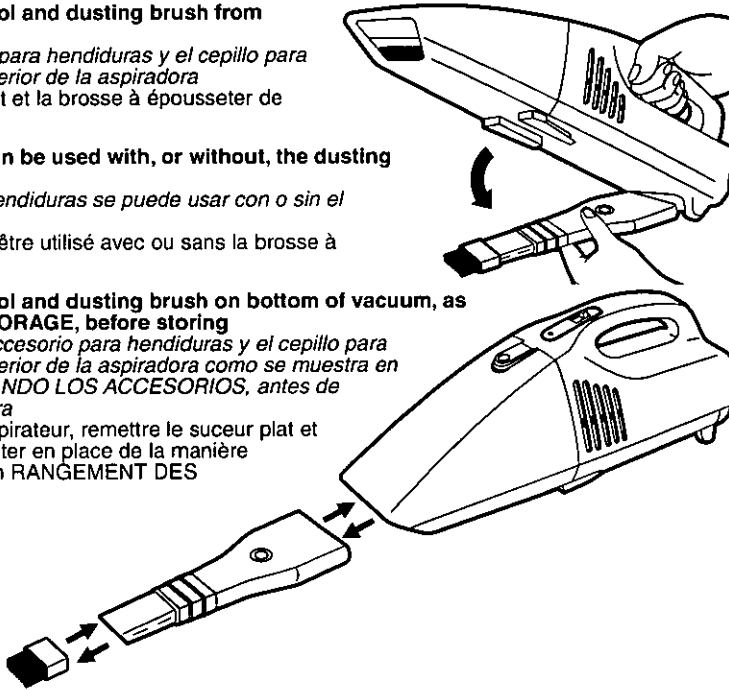
- **ON position turns vacuum on**  
*La posición ON enciende la aspiradora*  
Pour mettre l'aspirateur en marche, mettre l'interrupteur à la position « ON »
- **OFF position turns off vacuum**  
*La posición OFF apaga la aspiradora*  
Pour couper le contact, mettre l'interrupteur à la position « OFF »
- **Battery will not charge in the ON position**  
*La batería no recargará si el interruptor se encuentra en la posición de encendido (ON)*  
Si l'interrupteur est laissé à la position « ON », la recharge ne pourra se faire





## Using Tools

### Uso de herramientas / Utilisation des accessoires

- **Remove crevice tool and dusting brush from bottom of vacuum**  
*Saque el accesorio para hendiduras y el cepillo para polvo de la parte inferior de la aspiradora*  
*Retirer le suceur plat et la brosse à épousseter de dessous l'aspirateur*
- **The crevice tool can be used with, or without, the dusting brush**  
*El accesorio para hendiduras se puede usar con o sin el cepillo para polvo*  
*Le suceur plat peut être utilisé avec ou sans la brosse à épousseter*
- **Replace crevice tool and dusting brush on bottom of vacuum, as shown in TOOL STORAGE, before storing**  
*Vuelva a poner el accesorio para hendiduras y el cepillo para polvo en la parte inferior de la aspiradora como se muestra en la sección GUARDANDO LOS ACCESORIOS, antes de guardar la aspiradora*  
*Avant de ranger l'aspirateur, remettez le suceur plat et la brosse à épousseter en place de la manière indiquée à la section RANGEMENT DES ACCESSOIRES*



### TOOL USE / Uso de herramientas / Utilisation des accessoires

TOOL <i>Herramienta / Accessoire</i>	CLEANING AREA / Área para limpiar / Aire de nettoyage				
		Furniture <i>Muebles</i> Meubles	Cushions <i>Cojines</i> Coussins	Drapes <i>Cortinas</i> Rideaux	Stairs <i>Escaleras</i> Escaliers
CREVICE TOOL <i>Herramienta para hendiduras</i> Suceur plat		X	X	X	X
DUSTING BRUSH <i>Cepillo para sacudir</i> Brosse à épousseter		X		X	X

#### Always clean tools before using

*Siempre limpie las herramientas antes de usarlas*

*Toujours s'assurer que les accessoires sont propres avant de les utiliser*

## ROUTINE CARE OF CLEANER

*Cuidado de rutina de la aspiradora*

*Entretien de l'aspirateur*

Performing the following tasks will keep your new Panasonic vacuum cleaner operating at peak performance levels and will ensure these high levels for years to come. Check the **BEFORE REQUESTING SERVICE** section in this manual for recommendations on performing some of these tasks to help solve various problems that may occur.

*Siguiendo las instrucciones dadas, se nueva aspiradora Panasonic funcionará al nivel máximo y continuará funcionando por muchos años en el futuro. Lea la sección "Antes de pedir servicio" en este manual para las recomendaciones para arreglar unos problemas que puedan ocurrir.*

Les tâches décrites ci-dessous vous permettront de tirer un rendement optimal de votre aspirateur de longues années durant. Se reporter au "Guide de dépannage" pour les mesures à prendre en cas de problèmes.

### Dirt Removal

*Sacando la basura / Vidange du récipient à poussière*

➤ **Open vacuum by pressing button on top and rotating nozzle down**  
*Abra la aspiradora presionando el botón de la parte superior y rotando hacia abajo la boquilla*  
Ouvrir l'aspirateur en appuyant sur le bouton du dessus et en tournant le suceur vers le bas

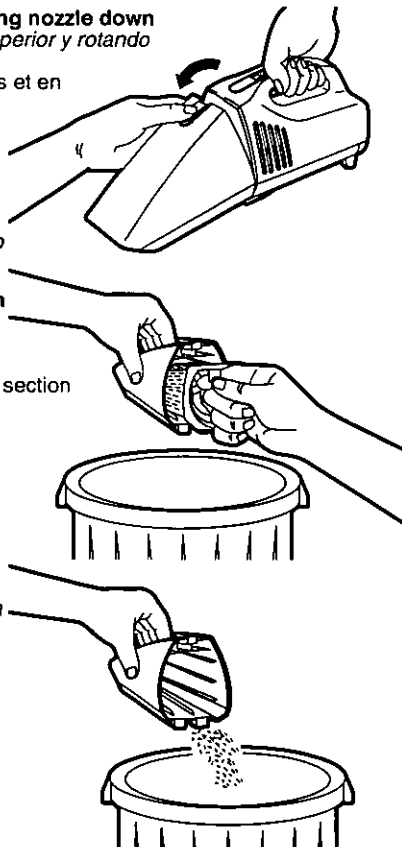
➤ **Remove filter while holding over trash can**  
*Saque el filtro sobre el basurero*  
Retirer le filtre en le tenant au-dessus d'une poubelle

➤ **Dump dirt in nozzle into trash can**  
*Arroje la basura y el polvo de la boquilla en el basurero*  
Vider le récipient à poussière dans la poubelle

➤ **Clean filter if necessary by following instructions in CLEANING FILTER section**  
*Limpie el filtro si es necesario, siguiendo las instrucciones de la sección LIMPIANDO EL FILTRO*  
Au besoin, nettoyer le filtre de la manière indiquée à la section NETTOYAGE DU FILTRE

➤ **Replace filter**  
*Vuelva a poner el filtro en su lugar*  
Remettre le filtre en place

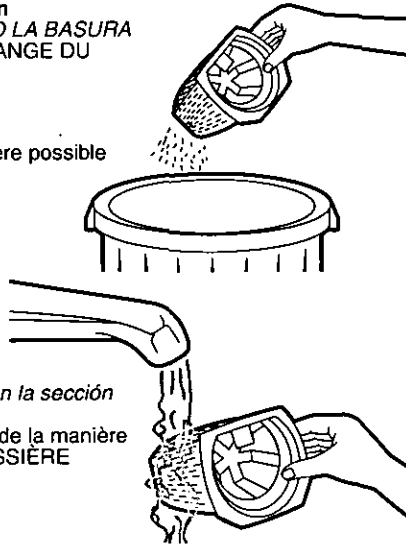
➤ **Replace nozzle by fitting bottom into place and rotating up until button snaps in place**  
*Vuelva a poner la boquilla colocando la parte inferior en su lugar y rotando hacia arriba hasta que el botón haga un ruido que indica que está en posición correcta*  
Remettre le suceur en place en ajustant sa partie inférieure en position et en le tournant jusqu'à ce que le bouton s'enclenche



## Cleaning Filter

### *Limpiando el Filtro / Nettoyage du filtre*

- **Remove filter as outlined in DIRT REMOVAL section**  
*Saque el filtro como se indica en la sección SACANDO LA BASURA*  
Retirer le filtre de la manière indiquée à la section VIDANGE DU RÉCIPENT À POUSSIÈRE
- **Shake as much dirt out as possible into trash can**  
*Sacuda todo el polvo y basura posibles*  
Secouer le filtre pour en retirer le maximum de poussière possible
- **Clean filter by rinsing in water**  
*Limpie el filtro enjuagándolo con agua*  
Nettoyer le filtre en le rinçant à l'eau
- **Let filter air dry completely**  
*Deje secar el filtro completamente*  
Laisser le filtre sécher complètement
- **When dry, replace filter as outlined in the DIRT REMOVAL section**  
*Una vez seco, vuelva a poner el filtro como se indica en la sección SACANDO LA BASURA*  
Une fois que le filtre est bien sec, le remettre en place de la manière décrite à la section VIDANGE DU RÉCIPENT À POUSSIÈRE



## Cleaning Exterior and Tools

### *Limpieza del exterior y de los herramientas* *Nettoyage du boîtier et des accessoires*

- **Clean exterior using a clean, soft cloth that has been dipped in a solution of mild liquid detergent and water and wrung dry**  
*Limpie la parte exterior con un trapo suave y limpio que se ha metido en una solución de detergente líquido y agua y se ha escurrido hasta que esté seco*  
Nettoyer l'extérieur à l'aide d'un chiffon propre et doux qui a été trempé dans une solution de détergent doux et d'eau puis essoré
- **DO NOT drip water on cleaner. Wipe dry after cleaning**  
*No deje caer el agua en la aspiradora, seque con un trapo después de limpiarla*  
Ne pas laisser couler d'eau sur l'aspirateur, bien essuyer après le nettoyage
- **DO NOT clean tools in dishwasher or clothes washer**  
*No limpie las herramientas en el lavaplatos ni en la lavadora de ropa*  
Ne pas mettre les accessoires au lave-vaisselle ou dans une lessiveuse
- **Wash tools in warm soapy water. Rinse and air dry**  
*Lave las herramientas en la tibia agua con jabón, enjuague y seque al aire*  
Les laver à l'eau tiède savonneuse puis rincer et sécher à l'air
- **DO NOT use tools if they are wet**  
*No use las herramientas si están mojados*  
Ne pas utiliser les accessoires s'ils sont mouillés

# VACUUM DISPOSAL



## ATTENTION

The product you have purchased is powered by a nickel cadmium battery which is recycleable. At the end of its useful life, under various state/provincial and local laws, it is illegal to dispose of this battery into your municipal waste stream. Please call 1-800-8-BATTERY for information on how to recycle this battery.

## BEFORE REQUESTING SERVICE



### **WARNING** *Electrical Shock or Personal Injury Hazard.*

*Disconnect the electrical supply before cleaning the unit. Failure to do so could result in electrical shock or personal injury from cleaner suddenly starting.*

Review this chart to find do-it-yourself solutions for minor performance problems. There is no service available. Failure during warranty period will entitle owner to a new hand-held vacuum.

PROBLEM	POSSIBLE CAUSE	POSSIBLE SOLUTION
Vacuum will not run.	<ol style="list-style-type: none"> <li>1. Battery not charged.</li> <li>2. ON-OFF switch not turned on.</li> <li>3. Battery dead - will not hold a charge.</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge battery. For first use, charge for at least 16 - 20 hours. Power switch must be in the OFF position when charging.</li> <li>2. Push ON-OFF switch to ON.</li> <li>3. Replace vacuum.</li> </ol>
Poor job of dirt pickup.	<ol style="list-style-type: none"> <li>1. Battery charge is getting weak.</li> <li>2. Dust compartment is full.</li> <li>3. Filter is dirty.</li> </ol>	<ol style="list-style-type: none"> <li>1. Charge battery.</li> <li>2. Empty dust compartment.</li> <li>3. Clean filter.</li> </ol>
Dust escapes from vacuum.	<ol style="list-style-type: none"> <li>1. Dust compartment is full.</li> <li>2. Filter is dirty.</li> </ol>	<ol style="list-style-type: none"> <li>1. Empty dust compartment.</li> <li>2. Clean filter.</li> </ol>

# USA WARRANTY

**PANASONIC CONSUMER ELECTRONICS  
COMPANY, DIVISION OF MATSUSHITA  
ELECTRIC CORPORATION OF AMERICA**

One Panasonic Way  
Secaucus, New Jersey 07094

**PANASONIC SALES COMPANY,  
DIVISION OF MATSUSHITA ELECTRIC  
OF PUERTO RICO, INC.**

Ave. 65 de infanteria, Km 9.5  
San Gabriel Industrial Park  
Carolina, Puerto Rico 00985  
Tel: 787-750-4300  
Fax: 787-768-2910

## **Panasonic Vacuum Cleaner Limited Warranty**

Panasonic Consumer Electronics Company or Panasonic Sales Company (collectively referred to as "the warrantor") will repair or replace this product with new or refurbished equivalent product, free of charge, in the U.S.A. or Puerto Rico for ninety (90) days from the date of original purchase in the event of a defect in materials or workmanship.

For assistance in obtaining service in the USA, please contact:

**Panasonic  
Panasonic Plus Department**  
20421 84 th Avenue South  
Kent, WA 98032  
Tel: 1-800-833-9626  
Fax: 1-800-237-9080

If service is needed during the warranty period the purchaser will be required to furnish a purchase receipt or other proof of date of original purchase. This warranty is extended only to the original purchaser. The purchaser will be responsible for shipping the unit to the above address.

For assistance in Puerto Rico contact, Panasonic Sales Company at the address or telephone number listed above.

This warranty only covers failures due to defects in materials and workmanship which occur during normal use and does not cover damages which occur in shipment, or failures which are caused by products not supplied by the warrantor, or failures which result from accident, misuse, abuse, neglect, mishandling, faulty installation, misapplication, set-up adjustments, maladjustment of customer controls, improper operation or maintenance, improper antenna, inadequate signal reception or pickup, alteration, modification, power line surge, improper voltage supply, lightning damage, commercial use such as; hotel, office, restaurant or other business or rental use of the product, or service by anyone other than a Panasonic Services Company (PASC) Factory Servicer, or damage that is attributable to acts of God.

### **LIMITS AND EXCLUSIONS:**

There are no express warranties except as listed above.

THE WARRANTOR SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT, OR ARISING OUT OF ANY BREACH OF THIS WARRANTY, INCLUDING WITHOUT LIMITATION, DAMAGE TO TAPES, RECORDS OR DISKS. ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.

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 warranty period, you may contact your dealer or Servicer. If the problem is not handled to your satisfaction, then write to the Panasonic Consumer Electronics Company care of Consumer Affairs Department at the company address indicated above.

# CANADIAN WARRANTY

PANASONIC CANADA INC.  
5770 Ambler Drive, Mississauga, Ontario L4W 2T3

## PANASONIC PRODUCT-LIMITED WARRANTY

Panasonic Canada Inc. warrants this product to be free from defects in materials and workmanship and agrees to remedy any such defect for a period as stated below from the date of original purchase.

**Hand-held Vacuum Cleaner - Ninety (90) days, parts and labour**

### LIMITATIONS AND EXCLUSIONS

This warranty does not apply to products purchased outside Canada or to any product which has been improperly installed, subjected to usage for which the product was not designed, misused or abused, damaged during shipping, or which has been altered in any way that affects the reliability or detracts from the performance, nor does it cover any product which is used commercially. Parts such as disposable dust bags, filters, belts, light bulbs and agitator brushes are not covered by this warranty.

This warranty is extended to the original end user purchaser only. A purchase receipt or other proof of date of original purchase is required before warranty service is performed.

**THIS EXPRESS, LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, EXCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

**IN NO EVENT WILL PANASONIC CANADA INC. BE LIABLE FOR ANY SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES.**

In certain instances, some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or the exclusion of implied warranties, so the above exclusions may not be applicable.

### WARRANTY SERVICE

**For product operation and information assistance**, please contact your Dealer or our Customer Care Centre at: Telephone #: (905) 624-5505 Fax #: (905) 238-2360 Web: [www.panasonic.ca](http://www.panasonic.ca)

**For product repairs**, please contact one of the following:

- Your Dealer who will inform you of an authorized Servicentre nearest you.
- Our Customer Care Centre at (905) 624-5505 or [www.panasonic.ca](http://www.panasonic.ca)
- A Panasonic Factory Servicentre listed below:

<u>Richmond, BC</u>	<u>Calgary, Alberta</u>	<u>Mississauga, Ontario</u>	<u>Lachine, Québec</u>
Panasonic Canada Inc. 13131 Bathgate Place Richmond, BC V6V 1Z3 Tel: (604) 278-4211 Fax: (604) 278-5627	Panasonic Canada Inc. 6835-8th St. N.E. Calgary, AB T2E 7H7 Tel: (403) 295-3955 Fax: (403) 274-5493	Panasonic Canada Inc. 5770 Ambler Dr. Mississauga, ON L4W 2T3 Tel: (905) 624-8447 Fax: (905) 238-2418	Panasonic Canada Inc. 3075, rue Louis A. Amos Lachine, QC H8T 1C4 Tel: (514) 633-8684 Fax: (514) 633-8020

### CUSTOMER'S RECORD

Customer Name: \_\_\_\_\_

Model Number: \_\_\_\_\_ Serial Number: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Dealer's Name: \_\_\_\_\_

Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

### **IF YOU SHIP THE PRODUCT TO A SERVICENTRE**

Carefully pack and send prepaid, adequately insured and preferably in the original carton.  
Include details of the defect claimed, and proof of date of original purchase.

## IF YOU SHIP THE PRODUCT

### *Si manda el producto*

Carefully pack and send it prepaid, adequately insured and preferably in the original carton. Attach a postage-paid letter to the outside of the carton, which contains a description of your complaint. **DO NOT send the product to the Executive or Regional Sales Offices. They are NOT equipped to make repairs.**

*Empaquete con cuidado en el cartón original si posible y mándelo prepagado y con seguro suficiente. Ponga una carta con sellos en la que describe su problema con el producto en el exterior del cartón. **No mande el producto a las Executive o Regional Sales Offices. No están equipadas para arreglar estos productos.***

### Customer's Record / *Récord de Comprador*

Model No. / **Dealer's Name /**  
*Número de Modelo* \_\_\_\_\_ *Nombre del Vendedor* \_\_\_\_\_

Serial No. / *Número de Serie* \_\_\_\_\_

Dealer's Address / *Dirección del Vendedor* \_\_\_\_\_

Date of Purchase / *Fecha de Compra* \_\_\_\_\_

FOR ASSISTANCE IN U.S.A.:  
Please call 1-800-211-PANA (7262)  
E-mail to [consumerproducts@panasonic.com](mailto:consumerproducts@panasonic.com)  
Web site <http://www.Panasonic.com>

PARA ASISTENCIA EN EEUU.:  
Favor de llamar 1-800-211-PANA (7262)  
E-mail a [consumerproducts@panasonic.com](mailto:consumerproducts@panasonic.com)  
Lugar Web <http://www.Panasonic.com>

# Panasonic®

**PANASONIC CONSUMER ELECTRONICS  
COMPANY, DIVISION OF MATSUSHITA  
ELECTRIC CORPORATION OF AMERICA**

One Panasonic Way  
Secaucus, New Jersey 07094

**PANASONIC SALES COMPANY,  
MATSUSHITA ELECTRIC OF  
PUERTO RICO INC.**

Ave. 65 de infanteria, Km 9.5  
San Gabriel Industrial Park  
Carolina, Puerto Rico 00985

**PANASONIC CANADA INC.**

5770 Ambler Drive  
Mississauga, Ontario  
L4W 2T3

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