



# Panasonic

Premium Food Service Equipment

Division of  
Panasonic Corporation of  
North America

2 Riverfront Plaza  
Newark, NJ 07102  
(201) 348-7000

TO OBTAIN  
"IN WARRANTY" DEPOT SERVICE + TECHNICAL ASSISTANCE  
FOR THE FOLLOWING MODELS:

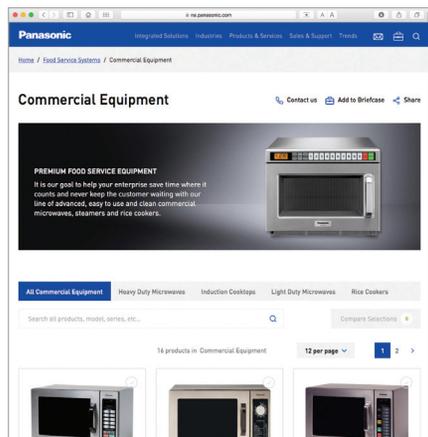
KY-MK3500	NE-1025F	SR-42HZP	SR-GA541H
	NE-1054F	SR-GA421H	SR-GA541FH
	NE-1064F	SR-GA421FH	SR-2363ZW
		SR-GA721L	

Call toll-free: **(877) CMO-OVEN**  
**(877) 266-6836, Option 5**  
Monday-Friday (9:00AM - 6:00PM) EST

TO OBTAIN "OUT OF WARRANTY" SERVICE + ASSISTANCE  
ON COMMERCIAL MICROWAVE OVENS:

Call toll-free: **(888) 350-9590**  
**Option 1: Out of warranty service assistance**  
**Option 2: Sales and Distribution assistance**

TO OBTAIN **PRODUCT INFORMATION:**  
Visit: [www.panasonic.com/cmo](http://www.panasonic.com/cmo)



Specifications subject to change without notice.  
©2017 Panasonic Corporation of North America. All rights reserved. 03/17  
1399\_053019

# Panasonic

## FOOD SERVICE EQUIPMENT

UNMATCHED EXPERIENCE

EFF. MAY 01, 2019



REPAIRED BY TRAINED PANASONIC TECHNICIANS  
USING ONLY ORIGINAL PANASONIC PARTS

## REPAIR & REPLACEMENT PROGRAM

1000 WATT MICROWAVE OVENS  
INDUCTION COOKTOP  
RICE COOKERS

# MICROWAVES

NE-1025F



NE-1054F



NE-1064F



# INDUCTION COOKTOP

KY-MK3500



# RICE COOKERS

SR-42HWP



SR-GA721L



SR-2363ZW



SR-GA421H / SR-GA421FH



SR-GA541H / SR-GA541FH



# REPAIR / REPLACEMENT PROCEDURE

## MODELS

KY-MK3500, NE-1025F, NE-1054F, NE-1064F, SR-42HWP, SR-GA721L, SR-2363ZW, SR-GA421H, SR-GA421FH, SR-GA541H, SR-GA541FH

## WARRANTY TERMS

Units must be within the warranty period as specified in the chart below. **The warranty only covers failure due to defects in materials and workmanship.** See limited warranty supplied with the unit.

## LIMITED WARRANTY

MODEL	PARTS & LABOR	MAGNETRON
NE-1025F	1 Year	1 Year
NE-1054F NE-1064F	<b>1 Year or 18,000 Cycles*</b> whichever comes first	<b>3 Years or 54,000 cycles*</b> whichever comes first
SR-42HWP, SR-GA721L, SR-2363ZW, SR-GA421H, SR-GA421FH, SR-GA541H, SR-GA541FH	1 Year	N/A
KY-MK3500	1 Year	N/A

## PROCEDURE

- Dial toll free (877) 266-6836 and select option "5".
- Provide contact information, mailing address, as well as any other additional information relating to the malfunction, including cycle count if applicable.
- A specially designed shipping container will be sent to the customer, on the day of the request which contains packing, packing instructions and a return tag.
- The Panasonic Repair Depot will request a credit card number to guarantee the return of the shipping container. The credit card will NOT BE CHARGED long as the shipping container is returned within 30 days. The charges for unreturned shipping containers are: (Commercial Microwave: \$60.00; Pro 1 Microwave: \$80.00; Induction Cooktop: \$30.00)
- Pack unit as outlined in the instructions, attach FEDEX tag and return to the Depot Repair Center.
- **Make sure to include a proof of purchase with your unit to validate warranty.**
- Unit will be repaired under warranty\*\* at the Depot Repair Center and shipped back to the end user the same day it is received.
- Rice cookers will be replaced under warranty rather than repaired.

\*Please refer to the owner's manual on how to use the cycle count feature.  
\*\*Units that are returned to the Depot Repair Center and have failed due to customer abuse / misuse, poor maintenance or cycle count which is in excess 18,000 of cycles will not be covered under warranty. At that time the customer will be provided the option of paying for the repair or having the unit returned to them unrepaired at the customers expense.

**Panasonic**  
Premium Food Service Equipment  
Unmatched Experience.

