

To obtain an In Warranty replacement, please call toll free as follows:

NE1024, NE1054, NE1064, SR42HZP, SRGA721, SR2363Z
In Warranty-Call (877) CMO OVEN (266 6836)-Select Option "5"

For out of warranty service on Commercial Microwave Ovens or general inquiries call (888) 350 9590

Contacts:

Customer Service • (847) 637 4829
Research and Development • (201) 348 7305
Service Engineering • (201) 392 6894

For additional information regarding Sales, Service, Programming, and Customer Support, please visit our website at: www.panasonic.com/cmo

Panasonic of North America
Executives offices:
One Panasonic Way
Secaucus, NJ 07094
(201) 348 7000



Panasonic
ideas for life

Advanced Replacement Program



**To
Better
Serve
You**

Microwaves

NE-1024



NE-1054



NE-1064



Rice Cookers

SR-42H2P



SR-GA721



SR-2363Z



Advanced Replacement Program

Models:

NE1024, NE1054, NE1064
SR42H2P, SRGA721, SR2363Z

Terms:

Ovens must be within warranty period (one year from the date of purchase).

Rice Cookers must be within warranty period (6 months from the date of purchase).

Units failure must be due to reasons other than abuse or misuse.

Procedure:

- Dial toll free (877) CMO OVEN (266 6836) Select option "5".
- Provide contact information, mailing address, proof of purchase and any additional information requested as needed.
- Receive a new replacement unit within 72 hours from initial phone call (in most cases).
- Peel off and return model/serial number label (if applicable) from the defective unit and return to the following address:
Panasonic, 1 Panasonic Way, Secaucus, NJ 07094
Attention R. Kirchof, Panazip 1H2.

Remarks:

- Replacement Oven or Rice Cooker is guaranteed for the remainder of the **original warranty period**.
- Ovens or Rice cookers considered abused or misused will be deemed out of warranty.
- In the event that the returned unit is deemed out of warranty, an invoice will be issued for the cost of the replacement unit. Failure to remit payment for the said unit will result in the denial of any future warranty replacements.



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