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HMP5000



EN User manual

PHILIPS



Trademark notice

EN



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DivX Certified® to play DivX® and DivX Plus™ HD (H.264/MKV) video up to 1080p HD including premium content



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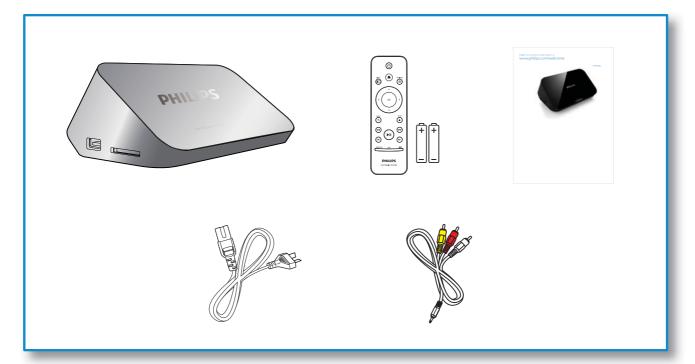


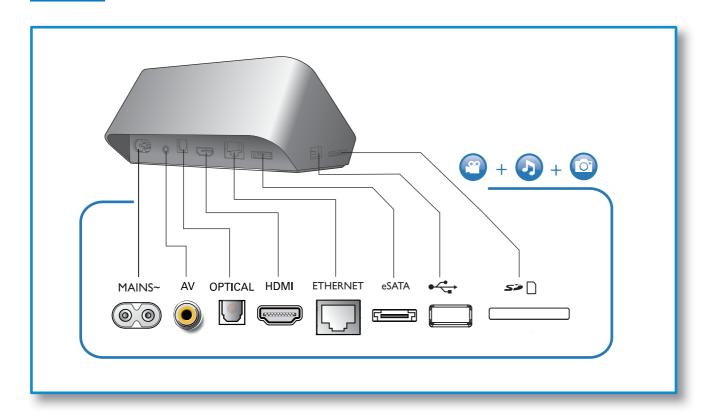
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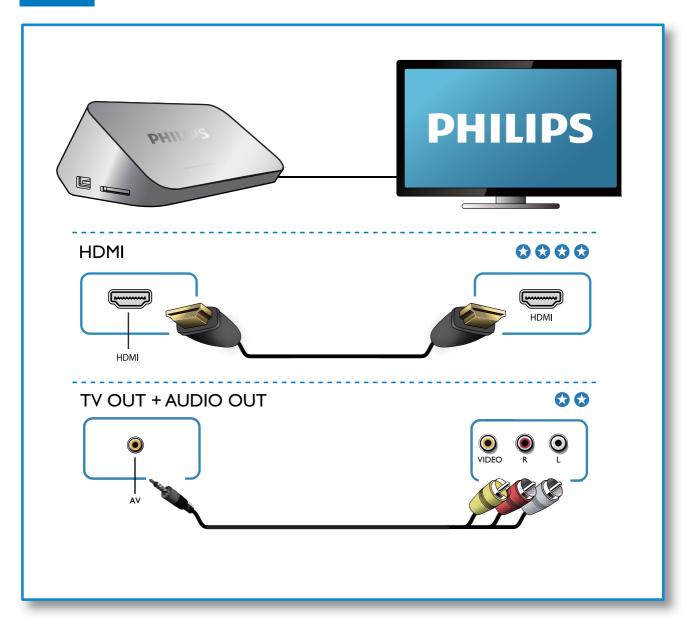
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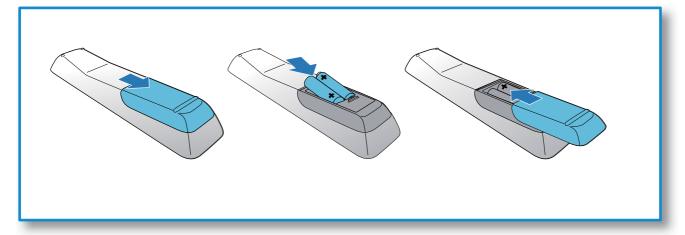


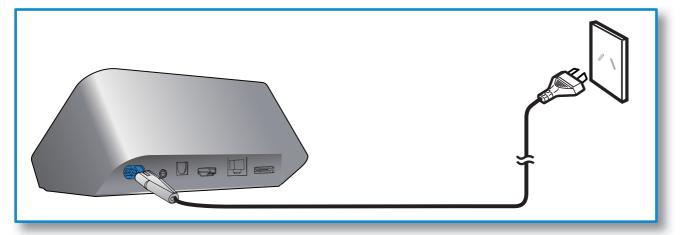


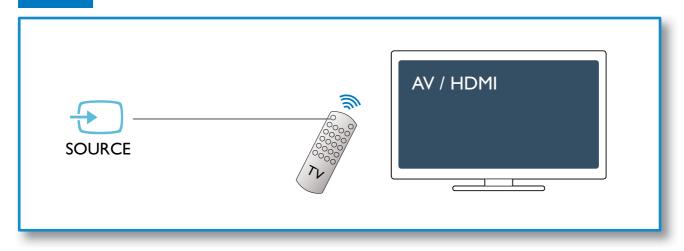






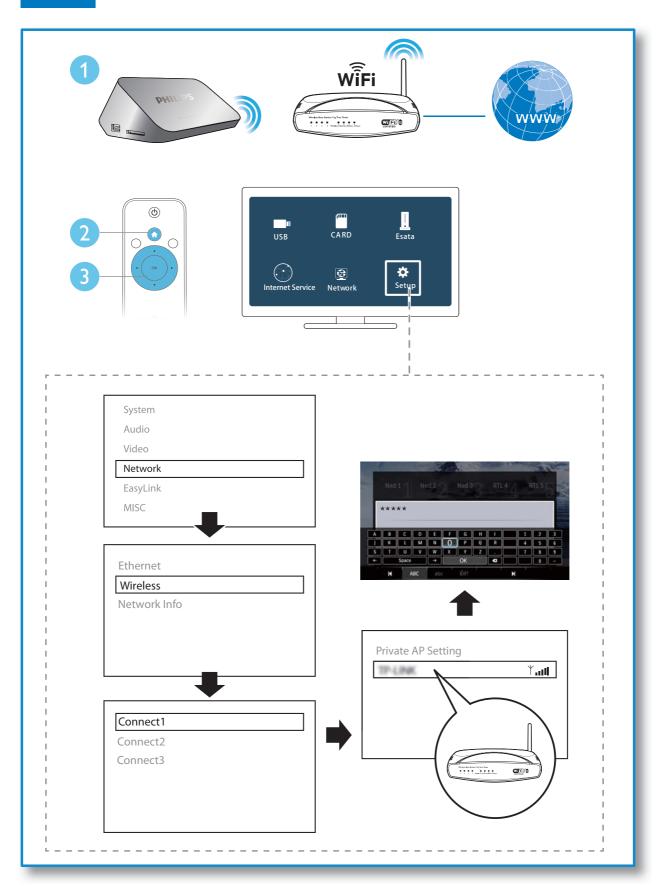












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1 Safety and notice

Read and understand all instructions before you use this HD media player. If damage is caused by failure to follow the instructions, the warranty does not apply.

Safety

Risk of electric shock or fire!

- Never expose the product and accessories to rain or water. Never place liquid containers, such as vases, near the product. If liquids are spilt on or into the product, disconnect it from the power outlet immediately. Contact Philips Consumer Care to have the product checked before use.
- Never place the product and accessories near naked flames or other heat sources, including direct sunlight.
- Never insert objects into the ventilation slots or other openings on the product.
- Where the mains plug or an appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.
- Disconnect the product from the power outlet before lightning storms.
- When you disconnect the power cord, always pull the plug, never the cable.

Risk of short circuit or fire!

- Before you connect the product to the power outlet, ensure that the power voltage matches the value printed on the back of the product. Never connect the product to the power outlet if the voltage is different.
- Never expose the remote control or batteries to rain, water or excessive heat.
- Avoid force coming onto power plugs. Loose power plugs can cause arcing or fire.

Risk of injury or damage to the product!

- Never place the product or any objects on power cords or on other electrical equipment.
- If the product is transported in temperatures below 5°C, unpack the product and wait until its temperature matches room temperature before connecting it to the power outlet.

Risk of overheating!

• Never install this product in a confined space. Always leave a space of at least four inches around the product for ventilation. Make sure that curtains or other objects never cover the ventilation slots on the product.

Risk of contamination!

- Remove the battery if it is exhausted or if the remote control is not to be used for an extended period of time.
- Batteries contain chemical substances, they should be disposed of properly.

Risk of swallowing batteries!

• The product/remote control may contain a coin type battery, which can be swallowed. Keep the battery out of reach of children at all times!

Care of the environment



Your product is designed and manufactured with high quality materials and components, which can be recycled and reused.

When this crossed-out wheeled bin symbol is attached to a product it means that the product is covered by the European Directive 2002/96/EC.



Please inform yourself about the local separate collection system for electrical and electronic products.

Please act according to your local rules and do not dispose of your old products with your normal household waste. Correct disposal of your old product helps to prevent potential negative consequences for the environment and human health.

Your product contains batteries covered by the European Directive 2006/66/EC, which cannot be disposed with normal household waste. Please inform yourself about the local rules on separate collection of batteries because correct disposal helps to prevent negative consequences for the environmental and human health.



Copyright

This item incorporates copy protection technology that is protected by U.S. patents and other intellectual property rights of Rovi Corporation. Reverse engineering and disassembly are prohibited.



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Note

• The type plate is located on the bottom of the unit.

Warranty

- Risk of injury, damage to the player or void of warranty! Never attempt to repair the player yourself.
- Use the player and accessories only as intended by the manufacturer. The caution sign printed on the bottom of the player indicates risk of electric shock.
- Never remove the player cover. Always contact Philips Customer Support for service or repairs.
- Any operation expressly prohibited in this manual, or any adjustments and assembly procedures not recommended or authorized in this manual shall void the warranty.

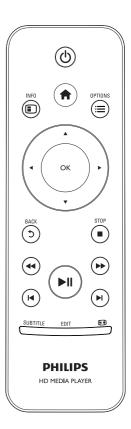
Philips Electronics Hong Kong Ltd. hereby offers to deliver, upon request, a copy of the complete corresponding source code for the copyrighted open source software packages used in this product for which such offer is requested by the respective licenses.

This offer is valid up to three years after product purchase to anyone in receipt of this information. To obtain source code, please contact open.source@philips.com. If you prefer not to use email or if you do not receive confirmation receipt within a week after mailing to this email address, please write to "Open Source Team, Philips Intellectual Property & Standards, P.O. Box 220, 5600 AE Eindhoven, The Netherlands." If you do not receive timely confirmation of your letter, please email to the email address above.

Control and play

Use your remote control to control the play.

Function	Buttons / Actions
Stop the play.	
Pause or resume the play.	▶II
Skip to the previous/next media file.	I ◀ / ▶ I
Return to the home page.	↑
Zoom in or out.	Press repeatedly. • To pan through an enlarged photo, press ▼ ▼.
Search backward/forward fast.	Press ◀◀ / ▶▶ repeatedly to select a speed.
Access subtitle settings.	SUBTITLE
Rotate a photo.	Press ▲ / ▼.
Navigate menus.	▲▼∢ ►
Confirm a selection or entry.	OK
Access option menus during play or in the file list.	≡
Access the file editing menu in the file folder list.	EDIT



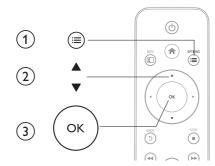


Note

- You can only play DivX videos that were rented or purchased with DivX® registration code of this player. (Refer to "Setup' > "MISC" > [DivX® VOD Code])
- Subtitle files with the following filename extensions (.srt, .smi, .sub, .ssa, .ass, .txt) are supported but not displayed in the file list.
- The subtitle filename has to be the same as the filename of the DivX video (the file extension excluded).
- The DivX video file and the subtitle file must be saved under the same directory.

4 Options

During play, press **=** to access the option items.



Video options

[Subtitle]: Adjust subtitle settings. Press ◀▶ to select an item and

▲ ▼ to adjust values. Then press **OK** to confirm.

[Audio]: Select an audio language.

[GOTO]: Skip play to the specific time. Press $\blacktriangleleft \triangleright$ to select an item and $\triangle \blacktriangleleft$ to adjust values. Then press \bigcirc K to confirm.

[Repeat Title]: Repeat the current title.

[Repeat All]: Repeat the movie file.

[Repeat Off]: Turn off a repeat mode.

[Video Setting]: Adjust the video settings. Press $\blacktriangle \nabla$ to select an item and $\blacktriangleleft \triangleright$ to adjust values. Then press **OK**to confirm.

Audio option

[Repeat Off]: Turn off a repeat mode.

[Repeat One]: Repeat the current music file.

[Repeat All]: Repeat all the music flies.

[Shuffle Loop]: Play music files in a random loop.

Photo options

[Slide Timing]: Set a display interval for a slideshow.

[Slide Transition]: Select a transition effect for a slideshow.

[Repeat Off]: Turn off a repeat mode.

[Repeat All]: Repeat all the photo flies.

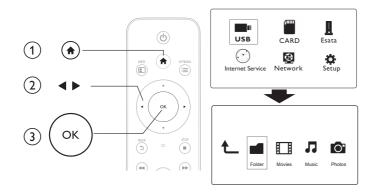
[Shuffle Loop]: Play photo files in a random loop.

[Background Music]: Select and play a music file during slideshow.

[Video Setting]: Adjust the video settings.

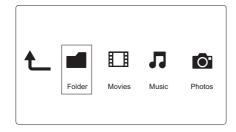
5 File browsing

You can browse media files stored in a USB/SD storage device.



- 1 Press ♠.
- 2 Select [USB]/ [CARD] / [Esata].
- 3 Select a mode to browse media files.
 - [Folder]
 - [Movies]
 - [Music]
 - [Photos]

Browse all files



- 1 Press **▼** to select **[Folder]** and press **OK** to confirm.
- 2 Select your USB/SD storage device and press **OK**.
- 3 Press ≡ in the file browser.
- 4 Press ▲ / ▼ to select a mode to view or arrange files.

[Thumbnails]: Display thumbnails of files or folder.

[List]: Display files or folder in a list.

[Preview]: Display files or folders with a preview window.

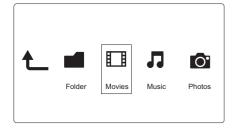
[All Media] Display all media files.

[Movies]: Display movie files.

[Photos]: Display photo files.

[Music]: Display music files.

Browse movie files



- 1 Press **♦** to select [Movies] and press **OK** to confirm.
- 2 Press ≡ in the file browser.
- 3 Press ▲ / ▼ to select a mode to view or arrange files.

[Search]: Search movie files. Follow on screen instruction to type in key words in the mini keyboard and press ▶■ to start search.

[Thumbnails]: Display thumbnails of movie files.

[List]: Display movie files in a list.

[Preview]: Display files or folders with a preview window.

[All Movies]: Display all movies files.

[Show DVDs]: Display all ISO files.

[Flash Animation]: Display all flash files.

[Go to Folder]: Go to the folder where the selected file is placed.

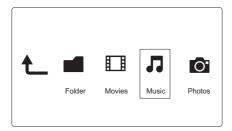
[Name]: List movies files in an alphabetical order of their names.

[Size]: List movies files in the ascending order of their sizes.

[Most Viewed]: List most viewed movie files.

[Recently Added]: List movie files added recently.

Browse music files



- 1 Press **▼** to select [Music] and press **OK** to confirm.
- 2 Press **≡** in the file browser.
- 3 Press ▲ / ▼ to select a mode to view or arrange files.

[Search]: Search music files. Follow on screen instruction to type in key words in the mini keyboard and press ▶■■ to start search.

[Thumbnails]: Display thumbnails of music files.

[List]: Display music files in a list.

[Preview]: Display movie files with a preview window.

[Go to Folder]: Go to the folder where the selected file is placed.

[All Songs]: Display all music files.

[Albums]: Display music files by albums.

[Artists]: Display music files by artists.

[Genres]: Sort music files by genres.

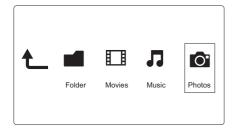
[Years]: Sort music files by years.

[Playlists]: Display play lists.

[Recently Played]: List music files played recently. [Recently Added]: List music files added recently.

[Name]: List music files in an alphabetical order of their names.

Browse photo files



1 Press **▼** to select **[Photos]** and press **OK** to confirm.

2 Press ≡ in the file browser.

3 Press ▲ / ▼ to select a mode to view or arrange files.

[Search]: Search photo files. Follow on screen instruction to type in key words in the mini keyboard and press ▶■■ to start search.

[Thumbnails]: Display thumbnails of photo files or folder.

[List]: Display files or folder in a list.

[Preview]: Display files or folders with a preview window.

[Photo Directory]: Display photo files in the directory mode.

[Leaf Folder View]: Display photo files in the leaf folder mode.

[Date view]: Sort photo files by date modified.

[All Photos]: Display all photos files.

[Albums]: Sort photo files by albums.

[Name]: List photo files in an alphabetical order of their names.

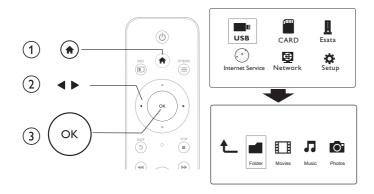
[Recently Added]: List photo files added recently.

[Recently Played]: List photo files played recently.

6 File management

You can manage media files on the storage device.

Basic operations



- 1 Press f.
- 2 Select [USB]/ [CARD] / [Esata] >[Folder].
- **3** Select a partition of your USB/SD storage device and press **OK**.
- 4 Press ▲ / ▼ to select a file or folder and press [Edit].
 - → The file editing menu is displayed.
- Press ▲ / ▼ to select your operation and press OK to confirm.

[Copy]: Select a destination and press ► II to confirm.

- → The selected file or folder is copied to the destination.
 - [Delete]: Select [Yes] and press OK to confirm.
- → The selected file or folder is deleted.
 - [Move]: Select a destination and press ►II to confirm.
- → The selected file or folder is moved to the destination.

[Rename]

- 1 Select [Rename] to edit the name in the mini keyboard, and then press ►II to confirm.
- 2 Select [OK] and press OK to apply the new name.

Use the file list

[Multiple Select]

- Press ▲ / ▼ to select a file or folder and press ▶ II to add to the list.
- Press [Edit] when you complete adding files and folders.
- Select an operation.

[Сору]	Select the destination and press ►II to confirm.	
[Delete]	Select [Yes] and press ▶ II to delete the selected files or folders.	
[Move]	Select the destination and press ▶■■ to confirm.	
[Save Playlist]	Select [OK] to save a play list.	
	Select [Rename] to edit the name in the mini keyboard, and then press	
	►II to confirm.	
[Save Photo Album]	Select [OK] to save a photo album.	
	Select [Rename] to edit the name in the mini keyboard, and then press	
	▶II to confirm.	



Note

• Press and hold ■ for two seconds to remove a connected storage device safely.

7 Set up a network

By connecting this player to a computer network and the Internet, you can

- Play photos, music, and video files streamed from your computer.
- Watch online TV programs.
- Browse Internet photo albums.
- Update the software of this player through the Internet.

Wireless network setup

What you need A wireless router that is connected	
	Internet

1 Connect this player to a computer network or the Internet through a wireless router.







- 2 Perform the wireless network installation.
- 1), Press **1**.
- 2), Select [Setup] and press OK.

The setup menu is displayed.

3), Select [Network]>[Wireless] > [Connect] and press OK.

A list of available wireless networks is displayed.

- 4), Select your network from the list and press OK.
- 5), Enter your WEP or WPA key in the mini keyboard and press

►II.

A connection test is started

The status of network connection is displayed after the test is completed.

6), Press OK to exit.



Note

• To re-scan available wireless networks, press 🖽

Wired network setup

What you need	A wired router that is connected to the
	Internet

1 Connect this player to a computer network or the Internet through a wired router.



- **2** Perform the network installation.
- 1), Press **1**.
- 2), Select [Setup] and press OK.

The setup menu is displayed.

3), Select [Network] > [Ethernet] > [DHCP IP (AUTO)] > [DHCP (AUTO)] and press OK.

A dialog box is displayed.

4), Select [Yes] and press OK to save the network settings .

A connection test is started.

The status of network connection is displayed after the test is completed. .

5), Press OK to exit.

You can set the IP address manually.

- 1 Select [Network] >[Ethernet] > [FIX IP (MANUAL)].
 - → The IP address table is displayed.
- Press **▼** to select a item and press **▼** to adjust the value.
- **3** Press **OK** when you complete setting the IP address.
 - → A dialog box is displayed.
- 4 Select [Yes] and press OK to save the network settings.

8 Play media files from a computer (DLNA)

With this DLNA-certified player connected to a computer network, you can play video, music, and photo from a computer.



- To browse media files on a PC, make sure that a DLNA media server software (such as Windows Media Player 11 or higher) is installed on the PC.
- 1 Connect this player to a computer network (see "Set up a network").
- 2 On the PC, in the software of the DLNA media server (such as Windows Media Player 11 or higher), you need to set:
 - 1 Share your media to this player (see "Help" document in the media server software).
 - 2 Share files or add files to the library (see "Help" document in the media server software).br
- 3 Press ♠.
- 4 Select [Network], and press OK.
 - → A content browser is displayed.
 - → To browse shared folders of a PC, select[Shared Folder] and pressOK.
 - → To browse shared media files, select [Shared Media Files] and pressOK.
- 5 Select a media file, and press **OK** to play.
 - To access the menu of browsing options, press ≡
 - For details, see "Browse all files".

Internet Services

With this player, you can access online various services, such as movies, pictures, music, and games.



• For optimal performance of Internet services, we recommend an internet connection speed of at least 1Mbps or above.

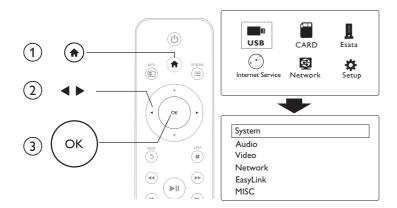
What you need	Connect this player to the Internet. (see	
	"Set up a network").	

- Press 🛖.
- Select [Internet Services] and press OK.
 - → The Internet services are displayed.
- Select a service.
- [Facebook]: a social networking service
- [AccuWeather]: an online weather forecasting service worldwide
- [YouTube]: a video-sharing service
- [Piccasa]: an online photo album
- Follow the on-screen instruction and use your remote control to enjoy the services.

Function	Button/Action	
Select a service or item.	▲▼ ▼	
Confirm a selection.	ОК	
Return to a previous page, or delete input text.	5	
Return to the home page.	A	

10 Settings

You can change settings of this player in the setup menu.



- 1 Press ♠.
- 2 Select [Setup] and press OK to confirm.
 - → The setup menu is displayed.
 - → Press ▲ / ▼ to select a menu item or setting option.
 - → Press **OK** to access the lower-level menu.
 - → Press 5 to return to the upper-level menu.

System

[Menu Language]: Select a language for on-screen menu.

[Subtitle]: Select a subtitle language for video.

[Screen Saver]: Enable the screen saver in case of inactivity

(for example, in pause or stop mode).

[DLNA DMR]: Enable this player to play photos, music, and video files streamed from your computer.

[Device Name]: Change the name of this player.

[Auto Scan]: Scan media files on a storage device automatically.

[Scan Storage]: Start or stop scanning media files on a storage device.

[Resume Play]: Resume playback of a video file from the point where you last stopped.

[Factory Default]: Reset all settings to factory default.

Audio

[Night Mode]: Equalize loud sound and soft sound. If enabled, you can watch movies at a low volume at night.

[HDMI Output]: Select an output sound format when connecting the HDMI jack.

[SPDIF Output]: Select an output sound format when connecting the digital audio jack.

[Lip Sync]: Enable this function to synchronize audio to video playback.

Video

[Aspect Ratio]: Select display aspect ratio.

[TV System]: Select a video resolution setting that best is supported by your TV. See your TV manual for details.



Note

- If a selected video resolution is not supported with your TV and a blank screen appears, to recover picture display, wait for 10 seconds.
- For a composite (CVBS) connection, if no video output is made when you set the video resolution is to an HD resolution (1080p, 1080i, 720p), connect this player to the TV with an HDMI connection to play HD videos.

[Video Zoom]: Zoom in or out video scenes.

[1080P 24Hz]: Use 1080p 24Hz video output mode for video content.



Note

- The video resolution and the frame rate of the video content is 1080p 24Hz.
- Your TV supports the 1080p 24Hz.
- Ensure that you use an HDMI cable to connect this player to your TV.

[Deep Color]: Display colors with more shades and hues when the video content is recorded in Deep Color mode and the TV supports this feature.

[Video Setting]: Adjust the video settings.

Wireless network setup

[Ethernet]: Configure the IP address of this player. [Wireless]: Set up a wireless network connection. [Network Info]: Display the current network status.

MISC

[Version Info]: Display the information about software version of this player.

[$DivX^{@}VOD\ Code$]: Display the $DivX^{@}$ registration code and deregistration code.

[Online upgrade]: Select to update software from a network.

[USB upgrade]: Select to update software from USB storage device.

11 EasyLink

This player supports Philips EasyLink which uses the HDMI CEC (Consumer Electronics Control) protocol. You can use a single remote control to control EasyLink compliant devices that are connected through HDMI.

- 1 Connect the HDMI CEC compliant devices through HDMI, and turn on the HDMI CEC operations on the TV and other connected devices (see the user manual of the TV or other devices for details).
- 2 Press ♠.
- 3 Select [Setup] > [Easy Link].
- 4 Select [On]under the options:
 - [Easy Link] > [On]
 - [One Touch Play] > [On]
 - [One Touch Standby] > [On]
 - [Auto Power On From TV] > [On]
 - EasyLink function is turned on.

One Touch Play

When you play a file with this player, the connected HDMI CEC TV automatically switches to the HDMI input channel.

One Touch Standby

When you switch a connected device (for example TV) to the standby mode with its own remote control, this player switches to the standby mode automatically.

Auto Power On From TV

When you switch a connected device (for example TV) to this player port with its own remote control and this player is standby mode, this player switches to the power on mode automatically.



Note

• Philips does not guarantee 100% interoperability with all HDMI CEC devices.

12 Update software

Before you update the software of this player, check the current software version:

- 1 Press \spadesuit .
- 2 Select [Setup] >[MISC] > [Version Info.], and press OK.

Update software via the Internet

- 1 Connect the player to the Internet (see "Set up a network").
- 2 Press ♠, and select [Setup].
- 3 Select [MISC] > [Online upgrade].
 - → If an upgrade media is detected, you are prompted to start the update.
- 4 Follow the instructions on the TV screen to update the software.
 - → When the update is complete, this player automatically turns off and on again.

Update software via USB

- 1 Check the latest software version on www.philips.com/support.
 - Search for your model and click on "Software and drivers".
- 2 Download the software to the root directory of a USB storage device.
- **3** Connect the USB storage device to the \leftarrow (USB) connector on this player.
- 4 Press ♠.
- 5 Select [Setup] > [MISC] > [USB upgrade].
 - → If an upgrade media is detected, you are prompted to start the update.
- **6** Follow the instructions on the TV screen to update the software.
 - → When the update is complete, this player automatically turns off and on again.

Caution

• Do not turn off the power or remove the USB storage device when the software update is in progress because you might damage this player.

13 Troubleshooting

If you contact Philips, you will be asked for the model and serial number of this player. I he mode
number and serial number are at the bottom of this player. Write the numbers here:
Model No
Serial No
No picture.

• Refer to the TV user manual for how to select the correct video input channel

No sound output from the TV.

• Make sure that the audio cables are connected to the audio input sockets that are grouped with the selected video input sockets.

The contents of the USB storage device cannot be read.

- The format of this USB storage device is not supported.
- The supported memory size is 1TB maximum.
- Make sure that this player supports these files. (Refer to "Specifications" > "File")
- DRM-protected video files that are stored on a USB/SD storage device cannot be played through an analog video connection (for example, composite). You need to use an HDMI connection to play these files.

DivX subtitles are not displayed correctly.

- Make sure that the subtitle filename is the same as the video filename.
- Make sure that the DivX video file and the subtitle file are saved under the same directory.

14 Specification

Note

• Specification and design are subject to change without notice.

File

- Video: MPEG 1/2/4(MPEG 4 Part 2), H.264, VC-1, H.263, VP6(640 x 480), DivX Plus HD, DivX 3/4/5/6, Xvid, RMVB 8/9, RM, WMV (V9), AVI, TS, M2TS, TP, TRP, ISO, VOB, DAT, MP4, MPG, MOV (MPEG 4, H.264), ASF, FLV(640 x 480), M-IPEG, MKV, M4V.
- Audio: Dolby digital, AAC, RA, OGG, MKA, MP3, WAV, APE, FLAC, DTS, LPCM, PCM, WMA (V9), IMP/MS ADPCM, WMA Pro
- Picture: .|PEG, |PG, PNG, TIFF, GIF (unanimated GIF), BMP, TIF, HD-|PEG

USB storage device

• Compatibility: Hi-Speed USB (2.0)

Subtitle support

• .srt, .sub, .smi, .ssa, .ass, .txt, .psb, .idx+.sub

SD card

Compatibility: SDHC 2.0 (up to 32 GB)

Video

- Signal system: PAL /NTSC
- Composite video output: 1 Vpp ~ 75 ohm
- HDMI output: 480i, 480p, 576i, 576p, 720p, 1080i, 1080p, 1080p24

Audio

- Analog stereo output
- Signal to noise ratio (1 kHz): > 90 dB (A-weighted)
- Dynamic Range (1 kHz): > 80 dB (A-weighted)
- Frequency response: +/-0.2 dB
- Digital output: Optical

Main Unit

- Dimensions (L \times W \times H): 160 \times 91 \times 54.1 mm
- Net Weight: 0.34 Kg
- Input: 100-240V~ 50/60Hz, 15W

Power

- Power consumption: < 15 W
- Power consumption in standby mode: < 1 W

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EULA-English (UK) September 2009



Philips Electronics Australia Limited and Philips New Zealand Limited Warranty against Defects

In this warranty:

We or **us** means Philips Electronics Australia Limited ACN 008 445 743 or Philips New Zealand Limited (Company Number 1723), and our contact details are set out at the end of this warranty;

You means the purchaser or the original end-user of the Goods;

Supplier means the authorised distributor or retailer of the Goods that sold you the Goods in Australia or New Zealand; and

Goods means the product or equipment which was accompanied by this warranty and purchased in Australia or New Zealand.

If you require assistance with the operation of the product, its features or specifications please call the Philips Consumer Care Centre on 1300 363 391 in Australia or 0800 658 224 in New Zealand.

<u>Australia</u>: Our Goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. This is not a complete statement of your legal rights as a consumer.

New Zealand: Our Goods come with guarantees that cannot be excluded under the Consumer Guarantees Act 1993. This guarantee applies in addition to the conditions and guarantees implied by that legislation.

Additional Warranty:

In addition to the rights and remedies that you have under the Australian Consumer Law, Consumer Guarantees Act of New Zealand or any other applicable law, we provide the following warranty against defects:

- 1. If, during the first 12 months from their date of purchase from the Supplier (Warranty Period), the Goods prove defective by reason of improper workmanship or materials and none of your statutory rights or remedies apply, we will repair or replace the Goods without charge.
- 2. We do not have to repair or replace the Goods under this Additional Warranty if the Goods have been used for a commercial purpose; misused, improperly or inappropriately installed, operated or repaired; abused; damaged; or not maintained in accordance with the manufacturer's instructions.
- 3. Even when we do not have to repair or replace the Goods, we may decide to do so anyway. In some cases, we may decide to substitute the Goods with a similar alternative product of our choosing. All such decisions are at our absolute discretion.
- 4. All such repaired, replaced or substituted Goods continue to receive the benefit of this Additional Warranty for the time remaining on the original Warranty Period.
- 5. This Additional Warranty is limited to repair, replacement or substitution only. As far as the law permits, we will not be liable for any loss or damage caused to property or persons arising from any cause whatsoever.
- 6. In order to claim under this Additional Warranty you must telephone us on 1300 363 391 in Australia or 0800 658 224 in New Zealand within the Warranty Period. You will be asked for details of the Goods, a description of the defect and your personal details. Upon accepting your claim, we shall assist you with either returning the Goods to the Supplier for replacement or to the most convenient Philips Authorised Service Centre for your Goods to be repaired. In some case we may require that you return to the Goods to us (at the address below) for repair, replacement or substitution.
 - * All returned Goods must be accompanied by satisfactory proof of purchase which clearly indicates the name and address of the Supplier, the date and place of purchase and identifies product. It is best to provide a legible and unmodified receipt or sales invoice.
 - You must bear any expense for return of the Goods or otherwise associated with making your claim under this Additional Warranty.
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Contact us or the place of purchase for further details.

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