



IMPORTANT

WARRANTY INFORMATION ON REVERSE SIDE
DO NOT DISCARD

PLEASE KEEP FOR YOUR REFERENCE

MODEL NUMBER:

COLOUR:

DATE OF PURCHASE:

PURCHASED FROM:

INSTALLING ELECTRICIAN:

.....

ELECTRICIAN LICENSE NUMBER:

.....

CONTACT US:

Email: support@ventair.com.au

4 Capital Place, Carrum Downs, VIC 3201 Australia

PH: (03) 9775 0556

<https://ventair.com.au/>



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 FAULT AND 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.

**IMPORTANT CEILING FAN WARRANTY INFORMATION FOR OWNER AND INSTALLER.
PLEASE READ AND OWNER TO RETAIN.**

THE FULL WARRANTY POLICY MUST BE READ PRIOR TO SUBMITTING A WARRANTY CLAIM.

THE VENTAIR PRODUCT WARRANTY IS SUBJECT TO THE BELOW.

THE CUSTOMER WILL NOT GAIN THE BENEFIT OF THIS WARRANTY WITHOUT FIRST LODGING A CLAIM.

BEFORE INSTALLATION: Check all components to ensure there is no visible damage. Should there be any damage, contact Ventair support via email: support@ventair.com.au or ph: (03) 9775 0556 to discuss.

WARRANTY PERIOD: This product is covered against manufacturing defects by a five (5) year limited warranty. This warranty covers you for two (2) years on parts and labour (in-home) followed by an additional three (3) year replacement warranty on the motor(s). If a defect covered by this Warranty appears, and the Customer wishes to make a claim under the terms of this Warranty, the Customer must, within 7 days of detection of the alleged fault contact Ventair. During this period Ventair will, at our discretion supply parts or provide a replacement unit of the same or comparable model.

IN-HOME WARRANTY SERVICE: Will not be performed to replace anything damaged, scratched, or marked. The product must be installed for the in-home warranty to be valid. This service is only available for components that require an electrician to install. This service is only available for standard residential installs and must be within 25km of the nearest Ventair service agent.

COMMERCIAL USAGE: All products have a maximum one (1) year warranty when used in a commercial setting and 'in home' service is not applicable.

SPEED VARIATION: A variation in fan speed between units is normal due to manufacturing tolerances and is not considered a manufacturing defect. No two fans will run at exactly the same speed.

UNUSUAL MOTOR NOISE: Harmonics (often caused by ripple control or solar inverters) is not a manufacturing defect.

PLEASE NOTE: Where applicable, LED lights carry a two (2) year replacement warranty.

The Ventair warranty Terms & Conditions available at www.ventair.com.au/warranty must be met. If the online and supplied warranty terms differ, Ventair will, at its discretion, determine which version applies.

- The warranty is void if the unit or relevant part has been physically damaged, involved in an accident, modified, or subjected to misuse, neglect, or abuse.
- No solid state speed control device has been used with this appliance.
- The fan is only suitable for indoor and covered outdoor areas as it does not have an IP (Ingress Protection) rating. The warranty will be voided by exposure to excessive wind, dust, water, salt air, or corrosive chemicals, such as chlorine.
- Installation faults are not covered under warranty. Contact the installing electrician to rectify.
- The product must be installed by a licensed electrical contractor (where applicable) and in accordance with the instruction manual using the supplied Ventair hardware.

If you suspect a manufacturing defect, lodge a warranty by visiting www.ventair.com.au/warranty

You will need to provide the following information:

- Proof of purchase
- The nature of the fault
- The brand, model number and colour of the unit
- The owner's name, address and contact number
- Supporting evidence
- Certificate of electrical safety (if requested)

NO WARRANTY CHARGES WILL BE ACCEPTED WITHOUT PRIOR WRITTEN APPROVAL FROM VENTAIR