



IMPORTANT

WARRANTY INFORMATION ON REVERSE SIDE
DO NOT DISCARD

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 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 AND NO CHARGES WILL BE PAID WITHOUT PRIOR WRITTEN APPROVAL FROM VENTAIR.

BEFORE INSTALLATION: CHECK ALL COMPONENTS TO ENSURE THERE IS NO VISIBLE DAMAGE. SHOULD THERE BE ANY DAMAGE, CONTACT VENTAIR SUPPORT SUPPORT@VENTAIR.COM.AU OR PH: (03) 9775 0556 TO DISCUSS.

WARRANTY PERIOD: THIS PRODUCT IS COVERED AGAINST MANUFACTURING DEFECTS FOR SIX (6) YEARS IN TOTAL CONSISTING OF A TWO-YEAR IN-HOME WARRANTY FOLLOWED BY A FOUR-YEAR PARTS ONLY WARRANTY.

COMMERCIAL USAGE: ALL PRODUCTS HAVE A MAXIMUM 1-YEAR WARRANTY WHEN USED IN A COMMERCIAL SETTING AND 'IN HOME' SERVICE IS NOT APPLICABLE.

PLEASE NOTE: REMOTE CONTROL AND LED COMPONENTS (WHERE APPLICABLE) ARE COVERED FOR ONE YEAR.

SPEED VARIATION BETWEEN TWO FANS IS UNLIKELY TO BE A MANUFACTURING DEFECT. DUE TO MANUFACTURING TOLERANCES, NO TWO FANS (EVEN THE SAME MODEL) WILL RUN AT EXACTLY THE SAME SPEED.

IN HOME WARRANTY SERVICE WILL NOT BE PERFORMED TO REPLACE ANYTHING DAMAGED, SCRATCHED OR MARKED. PRODUCT MUST BE INSTALLED FOR THE IN-HOME WARRANTY TO BE VALID. THIS SERVICE IS ONLY AVAILABLE FOR STANDARD RESIDENTIAL INSTALLS. MUST BE WITHIN 25KM OF THE NEAREST VENTAIR SERVICE AGENT.

UNUSUAL MOTOR NOISE: HARMONICS (OFTEN CAUSED BY RIPPLE CONTROL OR SOLAR INVERTERS) IS NOT A MANUFACTURING DEFECT.

1. THE VENTAIR WARRANTY TERMS & CONDITIONS AVAILABLE AT www.ventair.com.au/warranty MUST BE MET.
2. THE UNIT OR RELEVANT PART MUST NOT HAVE BEEN MODIFIED, SUBJECT TO MISUSE, NEGLIGENCE OR BEEN PHYSICALLY DAMAGED OR BEEN INVOLVED IN AN ACCIDENT. FAULT MUST NOT BE THE RESULT OF NORMAL WEAR AND TEAR.
3. ANY WOBBLE IS USUALLY CAUSED BY THE CEILING MOUNT NOT BEING SECURE, INCORRECT SCREWS OR MISMATCHED OR OUT OF ALIGNMENT BLADES. BLADES SHOULD NOT BE MIXED FROM ONE FAN TO ANOTHER AS THEY ARE BALANCED AS A SET IN THE FACTORY. THIS IS NOT USUALLY A WARRANTY ISSUE.
4. THE PRODUCT MUST BE INSTALLED BY A LICENSED ELECTRICAL CONTRACTOR (WHERE APPLICABLE) AND IN ACCORDANCE WITH THE INSTRUCTION MANUAL USING THE SUPPLIED VENTAIR HARDWARE.
5. DISCOLOURATION OR CORROSION DAMAGE SUCH AS RUST OR SURFACE DAMAGE IS NOT COVERED UNDER WARRANTY. REGULAR CLEANING AND PROTECTION FROM THE ELEMENTS WILL GENERALLY PREVENT SUCH ISSUES.
6. INSTALLATION FAULTS ARE NOT COVERED UNDER WARRANTY, CONTACT THE INSTALLING ELECTRICIAN TO RECTIFY.

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 OWNERS NAME, ADDRESS AND TELEPHONE CONTACT NUMBER
- SUPPORTING EVIDENCE
- CERTIFICATE OF ELECTRICAL SAFETY (if requested)