



## 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](mailto: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 FAILURE 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 EXHAUST 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](mailto:support@ventair.com.au) or ph: (03) 9775 0556 to discuss.

**LIMITED WARRANTY PERIOD:** This product is covered against manufacturing defects by a two (2) year limited warranty. 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:** Not applicable.

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

**PLEASE NOTE:**

- The Ventair warranty Terms & Conditions available at [www.ventair.com.au/warranty](http://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 unit or relevant part must not have been physically damaged, involved in an accident, modified, subject to misuse, neglect or abuse. Fault must not be the result of normal wear and tear.
- The product must be installed by a licensed electrical contractor (where applicable) and in accordance with the instruction manual using the supplied Ventair hardware.
- Discolouration or corrosion damage such as rust or surface damage is not covered under warranty. While this product is constructed using corrosion-resistant materials, it remains the responsibility of the owner to periodically clean the heater to prevent deterioration. Areas prone to salt spray, fog, mist or dew are more vulnerable to metal corrosion may require increased cleaning frequency.
- Installation faults are not covered under warranty, contact the installing electrician to rectify.
- For best heating performance, please refer to the heating area diagrams and ideal height range specified in the included instruction manual. If the mounting position leaves the heater higher than recommended, using wires or chains to lower it may help improve heat distribution.

**If you suspect a manufacturing defect, lodge a warranty by visiting [www.ventair.com.au/warranty](http://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 CHARGES WILL BE ACCEPTED WITHOUT PRIOR WRITTEN APPROVAL FROM VENTAIR.**