THE AIR MOVEMENT SPECIALISTS

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:

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PH: (03) 9775 0556
https://ventair.com.au/

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THE AIR MOVEMENT SPECIALISTS

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 BATHROOM HEATER 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). 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. Product must be installed for the in-home warranty to be valid. 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.

PLEASE NOTE: Where applicable, fascias and LED lights carry a two (2) year replacement warranty. Included heat lamps are covered by a one (1) year replacement warranty.

- The Ventair warranty Terms & Conditions available at www.ventair.com.au/warranty must be met.
- 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.
- No solid state speed control device has been used with this appliance.
- 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. Regular cleaning will generally prevent such issues.
- 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 contact number
- Supporting evidence
- Certificate of electrical safety (if requested)

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