

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 WARRANTY INFORMATION. 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 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 must be met.
- Fault must not be the result of normal wear and tear.
- The product must not be used for any other purpose other than those specified in this manual.
- Installation and software faults are not covered under warranty.
- The unit or relevant part must not have been physically damaged, involved in an accident, modified, subject to misuse, neglect or abuse.
- If the online and supplied warranty terms differ, Ventair will, at its discretion, determine which version applies.

**Voltage or current surges can damage the product, reducing its lifespan.
This type of damage is not covered by warranty. Surges may originate from lightning,
power grid issues, or improper voltage output from solar inverters.**

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 and model number of the unit
- Supporting evidence

NO CHARGES WILL BE ACCEPTED WITHOUT PRIOR WRITTEN APPROVAL FROM VENTAIR