

**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](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 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 THE OWNER IS TO RETAIN**

**THE FULL WARRANTY POLICY MUST BE READ PRIOR TO SUBMITTING A WARRANTY CLAIM  
THE VENTAIR PRODUCT WARRANTY IS SUBJECT TO THE BELOW  
A CLAIM MUST BE LODGED TO ACTIVATE THIS WARRANTY**

**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.

**WARRANTY PERIOD:** This product is covered against manufacturing defects by a six (6) year limited warranty. This warranty covers you for two (2) years on parts and labour (in-home), followed by an additional four (4) 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 its discretion supply parts or provide a replacement unit of the same or comparable model.

**COASTAL AND OUTDOOR LIMITATIONS:** The product's warranty coverage is void if the fan is installed less than 200m from a saltwater coastline, beach or body of water, or where heavy salt spray is evident.

**COASTAL WARRANTY PERIOD:** For installations located from 200 metres up to 1 kilometre from a coastline, beach, or body of water (defined as a 'Coastal area'), a reduced warranty of 3 years total applies, including 2 years of in-home service coverage.

**IMPORTANT INSTALLATION REQUIREMENTS IN COASTAL/OUTDOOR AREAS:**

**MINIMUM OVERHANG:** The fan must have a minimum overhang of 1.5 metres from the edge of the roof or eaves to protect it from direct rain, wind, salt air, and sunlight. This overhang should be increased for severe and coastal conditions.

**ENCLOSED AREA:** The installation area must have a minimum of an enclosed roof and two (2) enclosed walls.

**REGULAR MAINTENANCE:** In coastal and outdoor areas, the fan needs to be cleaned more frequently. A good routine is to perform a quick wipe-down monthly and a thorough clean quarterly. Exposure to excessive wind, dust, water, salt spray or corrosive chemicals, such as chlorine will cause damage that may not be covered by warranty.

**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 20km 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:** Due to normal manufacturing tolerances, a slight variation in speed may occur between units. This is a normal result of the production process and does not affect the product's overall performance or reliability.

**TERMS AND CONDITIONS:**

- The Ventair warranty Terms & Conditions available at [www.ventair.com.au/warranty](http://www.ventair.com.au/warranty) must be met.
- The unit or relevant part must not have been physically damaged, involved in an accident, or modified. Additionally, it must not have been subjected to misuse, neglect, or abuse. The fault must not be a 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.

**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 WARRANTY SERVICE CHARGES WILL BE REIMBURSED WITHOUT PRIOR WRITTEN APPROVAL FROM VENTAIR**