

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 WALL 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 or ph: (03) 9775 0556 to discuss.

WARRANTY PERIOD: This product is covered against manufacturing defects by a three (3) year limited warranty. During this period Ventair will, at our discretion, supply parts or provide a replacement unit of the same or comparable model. The Customer must, within 7 days of detection of the alleged fault contact Ventair.

IN HOME WARRANTY SERVICE: Not applicable.

COMMERCIAL USAGE: This product has a maximum one (1) year warranty when used in commercial settings.

PLEASE NOTE: This product is not designed for industrial applications. Refer to safety information on page 3 for installation precautions.

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 and correct placement will generally prevent such issues.
- Installation faults are not covered under warranty, contact the installer to rectify.

If you suspect a manufacturing defect, lodge a warranty claim 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 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.