

IMPORTANT

WARRANTY INFORMATION
ON REVERSE SIDE

DO NOT DISCARD
KEEP FOR YOUR REFERENCE

MODEL NUMBER:

COLOUR:

DATE OF PURCHASE:

PURCHASED FROM:

INSTALLING ELECTRICIAN:

ELECTRICIAN LICENCE NUMBER:

 support@ventair.com.au

 4 Capital Place, Carrum Downs, VIC 3201 Australia

 (03) 9775 0556

 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 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 four (4) year limited warranty. This comprises a full two (2) year parts and labour (in-home) warranty, followed by an additional two (2) year replacement warranty specifically for the motor(s). If a defect covered by this warranty appears and the customer wishes to make a claim, they must contact Ventair within seven (7) days of detecting the alleged fault. During this period, Ventair will, at its discretion, supply parts or provide a replacement unit of the same or a comparable model.

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 installations where no specialist equipment (such as scaffolding or extra-long ladders) is required. The installation must be located within 25km of the nearest Ventair service agent. If the installation is outside the 25km radius, Ventair may not be able to provide in-home service.

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: A variation in fan speed between units is normal due to manufacturing tolerances and is not considered a manufacturing defect. No two fans will run at exactly the same speed.

UNUSUAL MOTOR NOISE: Harmonics (often caused by ripple control or solar inverters) is not a manufacturing defect.

PLEASE NOTE: Where applicable, LED lights carry a two (2) year replacement warranty.

The Ventair warranty Terms & Conditions available at www.ventair.com.au/warranty must be met.

- The warranty is void if the unit has been physically damaged, involved in an accident, modified, or subjected to misuse, neglect, or abuse.
- Faults must not be the result of normal wear and tear; damage from salt air or coastal corrosion is classified as environmental wear and is not covered.
- 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 approved Ventair hardware.
- As the fan lacks an IP (Ingress Protection) rating, it is only suitable for indoor or covered outdoor areas where it must be adequately protected from the elements.
- 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 owner's name, address and contact number.
- Supporting Evidence: eg clear photos and short video clips (with sound).
- Certificate of electrical safety (if requested).

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