

IMPORTANT

WARRANTY INFORMATION
ON REVERSE SIDE

DO NOT DISCARD
KEEP FOR YOUR REFERENCE

MODEL NUMBER:

COLOUR:

DATE OF PURCHASE:

PURCHASED FROM:

 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 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 FOR OWNER AND INSTALLER.

PLEASE READ AND OWNER TO RETAIN.

BEFORE INSTALLATION: Check all components prior to installation to ensure there is no visible damage. Should any damage be identified, do not proceed with installation. Contact Ventair support immediately to discuss via email at support@ventair.com.au or Ph: (03) 9775 0556 to discuss.

WARRANTY PERIOD: This Exhaust fan is covered against manufacturing defects by a 5-year limited warranty from the date of purchase (LED lights and fascias: 2-year warranty replacement, no labour). This is a parts-only replacement warranty. During this period Ventair will, at its discretion, supply parts or provide a replacement unit of the same or comparable model.

INSTALLATION TYPE (PLUG & LEAD): This product is supplied with a standard factory-fitted plug and lead for connection to an existing, pre-wired surface socket (GPO). Because it connects directly via a standard plug, no special electrical licences are required for installation or removal. Any hardwired alterations or modifications to this power cord will immediately void the voluntary manufacturer's warranty.

IN-HOME WARRANTY SERVICE: Not applicable. This product is a parts-replacement only item. Because it connects via a standard factory-fitted plug, it can be safely disconnected and replaced by the user. Ventair is not responsible for any onsite removal, re-installation, or electrical contractor costs.

NON-RESIDENTIAL USAGE: This product carries a maximum 1-year limited manufacturer's warranty when used in any non-residential, commercial, or industrial setting. In-home service is not applicable to any commercial or non-residential installations.

If you suspect a manufacturing defect, lodge a warranty by visiting www.ventair.com.au/warranty

For a claim to be processed, the following information must be provided:

- Proof of purchase.
- Nature of the fault.
- Model details: Eg: Brand, model number, and unit colour.
- Owner's information: Name, address, and contact number.
- Supporting evidence: Clear photos and short video clips (with sound).

All warranty claims are subject to the below:

- Physical damage, modification, misuse, neglect, abuse, or accidents will void the warranty.
- Faults must not be the result of normal wear and tear.
- No solid-state speed control device has been used with this appliance.
- Must be installed strictly in accordance with the manual using approved Ventair hardware.
- Installation faults are not covered under warranty, contact the installer to rectify.
- Condensation, surface moisture, or poor performance due to incorrect room sizing, restricted/uninsulated ducting, or lack of make-up air are environmental issues and not covered.

CRITICAL RULE: [NO LABOUR CHARGES OR INVOICES WILL BE PAID WITHOUT WRITTEN APPROVAL FROM VENTAIR.](#)