

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.

"Product" Refers to a Ventair Pty Ltd manufactured product sold to a consumer.

"Ventair" Refers to Ventair Pty Ltd, its staff, and any authorised representative.

"Customer" Refers to the original purchaser of the product from an authorised retailer.

"Electrician" Refers to a licensed and qualified electrical service person.

"Service Technician" Refers to the qualified and licensed electrical service person provided by Ventair. "In Home Service" Refers to the service Ventair offers to replace or repair a product in a customer's home by providing a Service Technician and parts.

Ventair Pty Ltd Warrants its products from the original Date of Purchase. Ventair also offers an 'In Home' Service for customer satisfaction. These are subject to the conditions and provisions below, and subject to the periods assigned in Table 1.1.

### **General Terms and Conditions:**

1. This Warranty only applies if the product was bought and installed in Australia or New Zealand and is not transferable from the original purchase.
2. The Customer will not gain the benefit of this warranty without making a claim and no charges will be paid without prior written approval from Ventair.
3. The product installation must be performed by a qualified and licensed electrician in accordance with Australian Wiring Rules AS/NZS 3000 and Standard AS/NZS 3350.
4. All ceiling fans must incorporate an all-pole disconnection into the fixed wiring as outlined in clause 7.12.2 of AS/NZS 60335-1 for meeting the minimum electrical safety of this standard.
5. The product warranty begins from the original date of purchase. Products replaced under this warranty are only covered under from the original products date of purchase.
6. This warranty is not valid if any repairs or replacement is undertaken without the prior approval of Ventair.
7. This warranty is limited to the product being repaired or replaced. The customer is responsible for:
  - a. Original Installation
  - b. Transport and freight costs, including transit insurance, if the product needs to be returned to the place of purchase or Ventair for repair or replacement.
  - c. Any damage caused by accident, power supply faults, fire, modifications, neglect, misuse and/or incomplete installation.
  - d. Electrician cost if In Home Service period has expired or customer is located outside Ventair's Service Area.
  - e. Service Technician cost if the Service Technician or Ventair deems that the claim is invalid though incorrect installation or unqualified or unapproved modifications to product. This includes (but is not inclusive of) labour, parts, and transport costs.

- 8.** This Warranty does not cover the following conditions:
- a.** Any issues caused by changes in climatic conditions are deemed to be beyond the control of Ventair.
  - b.** Minor speed variations that may be evident between two separate products, even of the same model. Some variation of speed may be evident due to manufacturing tolerances.
  - c.** Harmonics (often caused by ripple control or solar inverters). Intermittent variations in the motor noise that occurs due to electrical supply variations. This is specifically noticeable when the Hot Water unit or microwave is used, causing a variation in the electrical voltage. This is not a product fault.
  - d.** Damage due to power surges. Lightning often causes power surges. If Lightning is evident, immediately isolate the power to any Ventair products to prevent damage. Any resulting damage is not covered by this warranty.
  - e.** Discolouration or corrosion damage such as rust or surface damage such as 'tea staining'. Regular cleaning will generally prevent such corrosion.
  - f.** Wobbling fan that is not secured correctly, has mismatched or unaligned blades, or is wobbling due to external influences. Ventair's ceiling fan blade sets are uniquely balanced before they leave the factory.
  - g.** Incorrect installation or an installation from an unqualified installer.
  - h.** Damage to a product that does not use the provided wall controller. Ventair wall controllers, especially for ceiling fans and fan forced bathroom heaters are uniquely designed to ensure correct and safe operation. Using a third-party controller or dimmer switch will void this warranty.
  - i.** Vibration or motor sound from certain light fittings attached to Ventair ceiling fans. A rattling light fitting is an installation issue. Using an unapproved light fitting will void the fans warranty.
  - j.** If the product has been used in an exposed environment that has not been adequately covered to protect from dust, moisture, UV, or incorrectly used, physically abused, modified or accidentally damaged.
  - k.** Subject to any Statutory provisions to the contrary, Ventair will not be liable for any damage to furnishings, walls, floors, structure, foundations, or any other consequential loss either for damage indirectly or directly caused by an unqualified installer attempting to install, modify or repair the product.

Ventair's In Home Service:

- l.** Is only covered on products still within their In Home Service period. (See Table 1.1)
  - m.** Does not apply unless the product is currently installed.
  - n.** Is only covered if the correct warranty procedure has been followed and is carried out by an authorised Ventair Service Technician with a valid Ventair Work Order Number.
  - o.** Additional service agents & replacement of goods will not be provided where incorrect address and / or product details have been provided.
  - p.** Does not apply to accessories, including but not limited to remotes and receivers, light kits, wall controllers and light/heat globes.
  - q.** Is only provided within Ventairs' In-Home Service Zone (up to 25km from the original place of purchase) and subject to service agent availability.
  - r.** Will not be performed to replace any surface scratched or marked.
- 9.** When products are installed in a location that requires special access equipment (such as scaffolding or scissor lifts, etc), the cost of providing, installing or operating the equipment must be borne by the customer. The need for or use of such equipment must be stated when booking the warranty. Ventair cannot provide the In-Home Service if this provision is not met.
- 10.** Remotes, wall controllers and Light panels/drivers are subject to a limited warranty status. (See Table 1.1)
- 11.** All Products have a maximum 1-year warranty when used in a commercial setting and In Home service is not applicable (See Table 1.1). This includes, but not limited to, property intended for use by retail, wholesale, office, hotel, boarding, education or service users, or for any industrial purposes. Examples include restaurants, office buildings, churches, shopping centres, schools, Airbnb rentals and resorts.
- 12.** The customer should not uninstall the product or return it to the retailer to claim a warranty unless directed to do so by Ventair.
- 13.** When making a warranty claim, it is essential that the customer can provide, on request:
- a.** Contact details.
  - b.** Proof of purchase, Detailed Work Invoice or Builders Inclusion List where applicable.
  - c.** Installing qualified electrician details.
  - d.** Model number or assist Ventair in determining the correct model number of the faulty product.
  - e.** Any photo, video or any other document requested to support your claim.
- 14.** Ventair will, at its discretion, arrange for the repair or replacement of a product, assuming all warranty criteria has been satisfied.

**Table 1.1**

Product(s)	Warranty Period	In Home Service Period
Ceiling Fans	As per product Techsheet (*)	2 Years (*)
DIY Products	As per product Techsheet (*)	N/A
Bathroom Products excluding DIY Models	As per product Techsheet (*)	2 Years (*)
Exhaust Fans excluding DIY Models	As per product Techsheet (*)	2 Years (*)
Wall Controllers	2 Years	N/A
Remote Control Kits	1 Year	N/A
LED Panels	2 Years	N/A
LED Drivers	2 Years	2 Years (*)
Outdoor Heaters	As per product Techsheet (*)	N/A
Indoor Heater Parts (LED lights, heat lamps)	2 Years (*)	N/A

*(\*) - All Products have a 1-year warranty when used in a commercial setting, with no in home service (See point 11)*

**All claims must be made through the Ventair website at [www.ventair.com.au/warranty](http://www.ventair.com.au/warranty)**

**Enquires are handled through the Ventair Pty Ltd Office**

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 Carrum Downs Vic 3201 Australia  
 Tel: +61 3 9775 0556  
[support@ventair.com.au](mailto:support@ventair.com.au)

Ventair reserves the right to amend or change any or all of the contents of this warranty statement at our discretion and without notice. All images, specifications, drawings, particulars, weights and dimensions and all public and promotional material issued by Ventair is intended to be illustrative only. Ventair reserves the right to change product dimensions and technical details at any time without notice.