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## IMPORTANT CEILING FAN WARRANTY INFORMATION FOR OWNER AND INSTALLER. **PLEASE READ AND OWNER TO RETAIN**

*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.*

THIS PRODUCT IS COVERED FOR SIX YEARS IN TOTAL CONSISTING OF A TWO YEAR IN HOME WARRANTY FOLLOWED BY A FOUR YEAR PARTS ONLY WARRANTY. PLEASE NOTE THAT REMOTE CONTROL COMPONENTS (WHERE APPLICABLE) ARE COVERED FOR ONE YEAR FROM THE DATE OF PURCHASE. WARRANTY FOR COMMERCIAL USE IS ONE YEAR.

BEFORE HAVING THE FAN INSTALLED, CHECK ALL THE COMPONENTS TO ENSURE THERE IS NO VISUAL DAMAGE. SHOULD THERE BE ANY DAMAGE, RETURN THE FAN TO PLACE OF PURCHASE FOR REPLACEMENT. IN HOME WARRANTY SERVICE WILL NOT BE PERFORMED TO REPLACE ANY SURFACE SCRATCHED OR MARKED PARTS.

THE FOLLOWING POINTS NEED TO BE CHECKED AND FULL WARRANTY POLICY ([www.ventair.com.au/warranty](http://www.ventair.com.au/warranty)) MUST BE READ BEFORE REQUESTING A WARRANTY SERVICE CALL. PLEASE ENSURE YOUR INSTALLER ALSO READS THIS INFORMATION.

1. INSTALLATION MUST BE PERFORMED BY A QUALIFIED AND LICENSED ELECTRICIAN
2. THE FAN SHOULD ALWAYS BE STARTED ON HIGH SPEED SETTING THEN ADJUSTED TO MEDIUM OR LOW SPEED.
3. SOME VARIATION OF SPEED IS EXPECTED BETWEEN DIFFERENT FANS – NO TWO FANS WILL RUN AT EXACTLY THE SAME SPEEDS. THE SPEED VARIATION BETWEEN HIGH, MEDIUM AND LOW DIFFERS FROM MODEL TO MODEL. IF YOU CONSIDER THE FAN IS TOO FAST OR TOO SLOW THIS IS MOST LIKELY NOT A FAULT.
4. INTERMITTENT NOISE MAY SOMETIMES OCCUR IN THE MOTOR OR WALL CONTROL DUE TO ELECTRICITY VOLTAGE SUPPLY VARIATIONS (SURGES), OR OTHER ELECTRICAL APPLIANCES SUCH AS HOT WATER SYSTEMS AND MICROWAVE OVENS. THIS IS NOT A FAULT OF THE PRODUCT. LIGHTNING OFTEN CAUSES POWER SUPPLY SURGES. IF LIGHTING IS EVIDENT, THE FAN SHOULD BE IMMEDIATELY TURNED OFF TO AVOID ANY DAMAGE, AS THIS WILL NOT BE COVERED UNDER WARRANTY.
5. ANY WOBBLE IS USUALLY CAUSED BY THE MOUNTING TO THE CEILING NOT BEING AS SECURE AS IT SHOULD OR MISMATCHED OR OUT OF ALIGNMENT BLADES. BLADES SHOULD NOT BE MIXED FROM ONE FAN TO ANOTHER AS THE BLADE SETS ARE BALANCED AS A SET IN THE FACTORY. FOR METAL BLADES, THE INSTALLER NEEDS TO CHECK THE DISTANCE FROM THE BLADE ENDS TO THE CEILING IS THE SAME FOR ALL THE BLADES AND ADJUST AS NECESSARY.
6. IF A LIGHT IS INSTALLED TO THE FAN, DEPENDING ON THE STYLE OF THE LIGHT, IT MAY CAUSE SOME RESONANCE OF THE MOTOR SOUND OR VIBRATION. THIS IS NOT A FAULT OF THE FAN. IF THE LIGHT IS RATTLING THIS IS AN INSTALLATION ISSUE OR DUE TO THE STYLE OF LIGHT AND NOT A FAULT OF THE FAN.
7. IF THE PLACE OF INSTALLATION IS FURTHER THAN 30KM FROM THE PLACE OF PURCHASE THEN EXTRA FEES MAY APPLY TO THE CUSTOMER TO COVER HIGHER CONTRACTOR FEES AND/OR TRAVEL TIME.

- IF YOU CONSIDER THERE ARE FAULTS RELATING TO THE INSTALLATION, CONTACT YOUR INSTALLER TO RECTIFY.
- IF YOU CONSIDER THERE IS AN MANUFACTURER DEFECT TO THE FAN MOTOR, CONTACT THE WARRANTY SERVICE LINE ON 1300 665 926, OR LOG THE WARRANTY AT [www.ventair.com.au/warranty](http://www.ventair.com.au/warranty)

YOU WILL NEED TO PROVIDE THE FOLLOWING INFORMATION:

- THE NAME AND CONTACT DETAILS OF THE LICENSED ELECTRICIAN INSTALLER
- THE BRAND, MODEL NUMBER AND SERIAL NUMBER (LOCATED ON TOP OF THE MOTOR)
- THE DATE AND PLACE OF PURCHASE OF THE UNIT.
- THE OWNERS NAME, ADDRESS AND TELEPHONE CONTACT NUMBERS
- THE NATURE OF THE FAULT

THE COST OF THE SERVICE PERSON WILL ONLY BE PAID FOR MANUFACTURER DEFECT. ONCE A SERVICE PERSON HAS BEEN ORDERED, IF ANY FAULT IS FOUND TO BE AN INSTALLATION OR USER FAULT, THE RELEVANT CHARGES WILL BE APPLIED TO THE UNIT OWNER.



THE AIR MOVEMENT SPECIALISTS

**IMPORTANT**  
**WARRANTY INFORMATION**  
**ON REVERSE SIDE.**  
**DO NOT DISCARD**

**PURCHASE RECORD**  
**FOR YOUR REFERENCE**

PLEASE FILL IN THIS CARD PRIOR TO INSTALLATION. INFORMATION IS  
MANDATORY IN CASE OF WARRANTY CLAIM

BRAND: .....

MODEL NUMBER: .....

SERIAL/BATCH NUMBER: .....

COLOUR: .....

DATE OF PURCHASE: .....

PURCHASED FROM: .....

INSTALLED BY ELECTRICIAN:

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ELECTRICIAN LICENSE NUMBER:

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