MARTEC®
Life, enhanced.®

WARRANTY STATEMENT
Cooling

6* YEAR
In-Home Warranty

Ceiling Fan

(Ceiling fan purchased prior to January 2021 will ONLY entitle to 3 Year In-Home Warranty)

1 YEAR
In-Home Warranty

Remote Control / Wall Controller
(MPREMS, MPLCDS, MPWIFI, FSIREM & MDCWALL)

1 YEAR
Replacement Warranty

Accessories

6* Year In-Home Warranty - *3 Year In-Home + additional 3 Year Replacement Warranty on the motor only.

WARRANTY TERMS & CONDITIONS:

- The 6* Year In-Home Warranty only applies if the product was purchased in Australia and does not transfer from the original purchaser. All Martec® products replaced under warranty are only warranted for the balance of the warranty period
- The additional 3 Year Replacement Warranty (motor only), the consumer is to arrange their own electrician to safely uninstall motor of the fan and return to the place of purchase with proof of purchase.
- The 3 Year In-Home Warranty does cover the remote control that is supplied with the DC and AC ceiling fans, but does not extend to the Martec® product accessories such as remote controller kits and/or light fittings (including glass light shades) that have been fitted during or after the original Martec product installation. Globes/lamps are not covered under warranty.
- All accessories include remote controllers, wall controllers, ballasts, and light fittings included in the Martec® original packaging have a 1 Year In-Home/Replacement Warranty. Remote controllers, wall controllers and light kits must be Martec® approved and Martec® branded products. The use of remote controllers, wall controllers and/or light kits which are not Martec® approved and branded will subsequently void the warranty.
- Any changes to plated and/or painted finishes due to climate conditions will be assessed base on individual claim (with photos of installation and application environment provided). Other circumstances deemed to be beyond the control of Martec Pty Ltd or their authorised agent are not covered under this warranty.
- Outdoor under-covered use of Martec® ceiling fans must follow Martec® application guide if not warranty will be void. Photos must be provided on installation and application environment.
- Threaded components such as blade nuts and screws may loosen during normal operation; these should be tightened regularly to ensure the fan does not develop noises during operation. If noises do develop, check this aspect before requesting service, as this is not covered under warranty.

ABN: 82 599 302 308

Martec Pty Ltd
6 Austool Place, Ingleburn NSW 2565
PO Box 264, Ingleburn NSW 1890

customerservice@martecltd.com.au
www.martecaustralia.com.au

02 8778 7500

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PURCHASERS PLEASE NOTE:

- Any claim made in relation to this warranty is solely limited to the cost of replacement of the product, parts and labour of the authorised service agent approved by Martec Pty Ltd. No parts/products are to be disposed of prior to the Service Agents "In Home" warranty visit. No acceptance of other liability for incidental or consequential damage is covered.
- Martec Pty Ltd does not cover travelling costs incurred by service agents where service is requested by the purchaser outside of the Martec Pty Ltd service network. The Martec Pty Ltd service network is defined at our discretion, yet is limited by the boundary of the city in which you live. Travel outside of the city limits by the Martec Pty Ltd authorised service agent will incur commercial costs to be paid for by the purchaser at a rate calculated by the number of kilometres travelled beyond the city limits. Any service required outside of the service network will be provided in the following manner.
- It is the responsibility of the purchaser to call Martec® customer service number (02 8778 7500) prior to any electrician leaving the job site if any problems occur.
- In-Home Warranty means Martec® products must be installed/in-situ when the warranty claim is lodged.
- Any installing electrician costs and/or fees invoiced to the customer prior to the customer contacting Martec® to lodge a warranty application will not be covered by Martec®.
- For any questions or troubleshooting advice please call Martec Pty Ltd (02 8778 7500) during office hours Monday-Friday, 8am-4pm and speak to our customer service team.
- This warranty becomes void if the product was not installed as per the instruction manual by a qualified and licensed electrician. In addition, this warranty will be considered void if any, or all, of the following has occurred:
  - i) tampering with the product
  - ii) product damage, repair by non-qualified electrician
  - iii) becoming faulty due to improper use
  - iv) normal wear and tear
  - v) accident damage
  - vi) product abuse, and/or failure to use the product in accordance with the instructions relating to the installation.
- This product is only covered by this warranty for a period of 90 days when used in a commercial application.
- Minor variations of speed between the same model Martec® products may be evident and is not covered under this warranty.
- Any changes in climate conditions deemed by Martec Pty Ltd to be beyond reasonable control are not covered under this warranty.
- Any damage caused to walls, ceilings, furniture, carpet and/or any consequential damage caused within the establishment where this Martec® product is being installed, is not covered under this warranty.
- Repairs carried out by the Martec® approved service agent due to incorrect installation will be charged to the purchaser at the time of service. This warranty is limited to the product being repaired/replaced only by an approved Martec Pty Ltd service agent and does not include costs where the original installation was not carried out per the instruction manual.

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PURCHASERS PLEASE NOTE (Continued):

- The product warranty is limited to defects in workmanship only and does not apply to loss or damage caused by abnormal or excessive force of any kind from internal or external sources.
- This warranty does not cover electrical humming noises, wobbling or any other external influences.
- This warranty does not cover external factors such as poor power quality in the area or ripple current which can affect LED AC ceiling fans and LED light fixtures that are fitted into the ceiling fans.
- The costs associated with the hire of extension ladders and scaffolding to service ceiling fans installed on ceilings higher than 3 metres from the ground, will not be covered by this warranty. These costs will be borne by the customer not Martec Pty Ltd.

IMPORTANT NOTICE:

All claims for warranty must be accompanied with the following THREE documents:

1. COMPLETED WARRANTY FORM which can be found after this warranty statement or contact Martec customer service team for a copy of the warranty card. Following details must be filled in clearly:
   i) Purchaser's full name and contact details
   ii) Full descriptions of the fault
   iii) Product serial number (can be found on the top of the motor housing)
2. PURCHASE RECEIPT from the store or location the fan was originally purchased from.
3. INSTALLATION RECEIPT / TAX INVOICE / CERTIFICATE OF COMPLIANCE for the installation of the Martec® product from the installing electrician.
   PS: If one of the installing documents cannot be provided. Martec Pty Ltd will only accept a typed and signed letter on a business letterhead from the installing electrician stating he/she installed the Martec® product at your address along with a scanned copy of the electricians licence (in PDF or JPG format). ***An email or editable word document is not a sufficient installation document.***

Upon receipt of the above mentioned documentation, Martec Pty Ltd will issue a service call to fulfil the conditions of this warranty.

Martec Pty Ltd reserves the right to change or amend any or all parts of this warranty statement at any time and without notice.

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