

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a refund or replacement for a major failure and for 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. All products have been imported in good faith from the overseas manufacturer.

The following warranty only covers faults due to manufacturing defects in materials or workmanship. Only orders placed through My Fan Pty Ltd ("MyFan") or authorised sales partner are covered by this warranty.

Section 1: What to do if your fan has a problem

- 1 Satisfy yourself that there is not an installation problem.
- 2 Do NOT attempt to uninstall or repair your fan.
- 3 Call 1300 469 326 for further assistance.

Section 2: MyFan 12 month on-site warranty

Congratulations! By purchasing from an **Authorised Partner** or directly from MyFan, your products are now covered by our 12 month on-site warranty. Should your fan fail within the first 12 months, MyFan (at our sole discretion and conditional on the limitations outlined in Section 4) will **repair or replace the faulty component**.

Section 3: MyFan limited lifetime motor warranty

Should your fan's motor fail during its lifetime, due to a defect in materials or workmanship, MyFan (at our sole discretion and conditional on the limitations outlined in Section 4) will **repair or replace the motor**.

Section 4: Limitations of warranty

After the 12 month on-site warranty period, all costs of removal and/or re-installation of the product are the sole responsibility of the owner or their representative and not the supplier that sold the fan or MyFan.

You must have proof of your purchase to obtain any aftersales service. Keep your tax invoice or other proof of purchase together with the installing electrician's details. Do not uninstall or attempt to return the product to the supplier or MyFan unless advised to by MyFan. You must be the original purchaser of the product and it must be installed in its original point of installation to be covered by this warranty. Warranty periods begin from the date of purchase. Because of varying climate conditions, this warranty does not cover changes in finish, including rusting, pitting, corroding, tarnishing or peeling.

The warranty is void and does not apply to damage from improper installation, neglect, accident, misuse, exposure to extremes of heat or humidity or as a result of any modification to the original product. Force majeure, electrical surges, lightning, power grid fluctuations, water or by connection to alternative power supply sources (such as solar inverters) are not eligible for claims.

If electricians are engaged by MyFan to service fans that are installed in a location requiring special access equipment (such as scaffolding, scissor lifts, etc.) the cost of providing, installing and operating the special access equipment must be born by the site owner. The need for or use of such equipment must be stated when booking a service call.

MyFan reserves the right to charge for travelling costs incurred beyond 25km from Australian major capital cities. Travelling costs or other expenses must be agreed to prior to a service call being booked.

Signals sent through the power grid by the electricity supplier for the control of devices may cause intermittent noise in your product. These noises are not the result of a faulty product. Filters are available at the customer's expense.

A certain amount of wobble is normal and should not be considered a problem or a defect.

Solid state or dimmer controls may damage your fan. Use of controllers not approved by MyFan will void your warranty.

Call
1300 469 326

Fax
(07) 3801 8575

Email
info@myfan.com.au

Mail
My Fan Pty Ltd
PO Box 6560
GCMC QLD 9726

Visit us online at www.myfan.com.au