

Manufacturer's Warranty

Please select your fan carefully as fans that do not perform as expected and which are not faulty cannot be replaced or exchanged under warranty. Proper performance relies on the right fan being correctly installed in the optimum location.

The Atlas Fan Company (Atlas) warrants to the original consumer purchaser ("You") of each Atlas Fan that if any part of the motor in your Atlas Fan, excluding the wall control mechanism ("Control"), fails due to a defect in material or workmanship ("Defect") at any time while the Atlas Fan is still installed in the exact location in which it was originally installed following the original purchase, then Atlas will provide a replacement part to you free of charge.

If the motor in your Atlas Fan fails at any time within 12 months after the original date of purchase by you due to a defect, and you report this defect to Atlas immediately upon the motor failing, Atlas will provide the parts and necessary labour to repair the defect free of charge. However where the motor in Your Atlas Fan fails due to a Defect after one year following the original date of purchase by you, you will be responsible for all labour costs incurred in repairing the defect. NB: Excludes non-structural corrosion damage of components such as surface rust or minor rust on leading or trailing edges of blades. Regular maintenance (proper cleaning) will generally prevent this occurring as dirt will trap condensation and lead to damage of metal surfaces.

If the wall control mechanism, or the capacitors attached to them fail at any time within 12 months after the original date of purchase due to a Defect and You report this Defect to Atlas immediately upon the Defect occurring, Atlas will provide the necessary parts and labour to repair the defect free of charge. However where the wall control mechanisms, or the capacitors attached to them fails due to a Defect after one year following the original date of purchase by you, you will be responsible for all labour costs incurred in repairing the defect.

If an Atlas remote control connected to the fan fails at any time within 12 months after the original date of purchase due to a Defect and You report this Defect to Atlas immediately upon the Defect occurring, Atlas will provide the parts and necessary labour to repair the defect free of charge. However where the remote fails due to a Defect after one year following the original date of purchase by you, you will be responsible for all labour costs incurred in repairing the defect. Please note the remote control receiver is not part of the fan, instead being a separately connected accessory device. The remote control receiver is often fitted into the fan mounting bracket for convenience but is not an integral part of the fan and not covered by the warranty provisions of the fan itself. Resetting of DIP switches in remote hand piece or receiver is not covered by warranty and a service call fee will apply. A service guide explaining how to find and set the correct DIP code is available on request. Batteries (if supplied), are done so as a complimentary (free) item only and not covered by warranty.

Non-detachable (fully integrated) lights are covered by the warranty provisions of the fan itself. This does not extend to light globes. Globes, if supplied, are done so as a complimentary (free) item only and not covered by warranty.

Notes:

- Fans and fixed wiring products must only be installed by persons who are appropriately licensed by the applicable state regulatory body. Therefore, to protect our repair personnel, on-site warranty will not be accepted if products have been installed by unlicensed persons. •

Warranty periods begin from the date of purchase only. In order to claim a warranty, consumers must provide their proof of purchase and proof of qualified installation prior to a service call being arranged. • When products are installed in a location requiring special access equipment (such as scaffolding, scissor lifts etc) the cost of providing, installing and operating special access equipment must be borne by the site owner. The need for or use of such equipment must be stated when discussing a service call. Charges will be levied by Atlas to arrange special access equipment, and these must be paid in advance. • If goods are found to be free of defects or the product is not functioning properly as a result of faulty installation then Atlas reserves the right to charge the customer the service call fee.

What is in-home warranty?

The Atlas 12 month in-home warranty covers Atlas ceiling fans installed within the coverage of our network of service agents in cases where the product fails due to defective materials or workmanship. This warranty does not cover installation faults, house wiring faults, loose blades or fittings or damage of any kind. Claims regarding corrosion damage are subject to case by case appraisal. In areas outside coverage of the Atlas service agents, Atlas will reimburse consumers a standard fee of \$82.50 (inc. GST) for using their own electrician. Conditions apply and any service request must be arranged with the Atlas warranty department BEFORE calling your own electrician.

Under no circumstances will reimbursement be made for call-out fees or other costs without prior approval.

Where Atlas supplies parts only they will be shipped to the consumer or their nominated agent (Conditions apply). Please note the labour associated with installation of these parts, or associated electrical costs of removing and reinstalling the product to effect repair is borne by the consumer.

WHERE THE MANUFACTURER'S WARRANTY WILL APPLY

•The fan was purchased in Australia, and installed by a qualified installer, and where the fan has not been moved or removed from the initial installation location. •You notify Atlas of the alleged Defect in the Atlas Fan, its motor or its Component Parts immediately upon you experiencing, noticing or learning of the alleged defect; •You provide to Atlas the sales receipt verifying when and from whom the Atlas Fan was purchased and the installation receipt or certificate verifying when and by whom the Atlas Fan was installed.

IMPLIED WARRANTY

All rights, warranties, conditions and remedies implied by legislation or the common law that are able to be lawfully excluded in respect of Your Atlas Fan are excluded. However nothing in this clause or these warranties exclude, restrict or modify any condition, warranty, right or remedy, which is conferred on You by the any applicable Australian consumer legislation.

LIMITATION OF EXPRESS WARRANTIES

In addition to any limitations set out above, the express warranty is limited to, at Atlas's sole option, the replacement of the Atlas Fan or defective part or the supply of an equivalent product or part; the repair of the Atlas Fan or defective part or the payment of the cost of having the Atlas Fan or defective part repaired; or the payment of the purchase price of a replacement Atlas Fan

or defective part or an equivalent product or part.

WHERE THE WARRANTY WILL NOT APPLY

•The warranties above are void and Atlas disclaims any liability of whatsoever any nature where:
•The Atlas Fan is not purchased by You in Australia and installed in Australia; •The Atlas Fan is not installed correctly in accordance with Atlas's specifications or is installed in an unsuitable location; •The Atlas Fan is removed from the particular location in which it was originally installed following the original purchase, except where that removal: •is expressly authorised by Atlas or Atlas's authorised agent; and •does not cause, contribute to or result in, any further Defects to the Atlas Fan or any of its Component Parts or other parts; or •The Defect is caused by: •the improper, incorrect or incomplete installation: •the improper or incorrect use or adjustment of the Atlas Fan by You or any third party; •any attempted or completed maintenance, repair or modification carried out on the Atlas Fan or its Component Parts or other parts by You or any unauthorized third party; •the direct or indirect acts of You or any third party; •normal wear and tear to the Atlas Fan or any of its parts; •faulty or unsuitable wiring in the structure to which the Atlas Fan is fixed or connected; •inadequate support in the structure to which the Atlas Fan is fixed or connected; •blown fuses or damage caused by force-majeure, electrical surges, lightning, power grid fluctuations, or by connection to alternative power supply sources (such as solar inverters etc) or •water damage and or moisture. Note: Signals sent through the power grid by the electricity supplier for the control of off peak hot water, street lights and other devices may cause an intermittent humming noise in your electrical appliances such as your ceiling fan. Filters are available in Australia at the customer's expense. These noises do not occur as a result of a faulty fan.

CONSEQUENTIAL OR INCIDENTAL DAMAGES

In no event shall Atlas be liable for any consequential, incidental, direct or indirect loss, expense or damage suffered by You or any third party arising from or in relation to the Atlas Fan, any of its Component Parts or other parts or any Defect.

Atlas will not be liable for any expenses incurred by you in making a claim under these express warranties, including without limitation, expenses incurred in disconnecting, reinstalling, transporting or packaging the Atlas Fan where it, a Component Part or other part is to be repaired or replaced under any of these express warranties.

FOR ADDITIONAL INFORMATION REFER TO THE MANUALS PROVIDED WITH YOUR ATLAS FAN

Atlas Warranty Procedures

If you are inquiring about missing or damaged components prior to installation, please contact the place of purchase.

Prestige Fans warranty line is specifically for customers wishing to claim warranty on an installed product within the warranty period.

Before contacting the warranty department, please email or fax the following information:

• Model name, model number, model colour, and blade type. • Date and place of purchase. (Proof of purchase must be provided) • Installing electrician's name, license no., and phone no. (Proof of qualified installation must be provided) • Consumer name, address and contact details (phone & email)

Fax: 03 9876 8282

warranties@prestigefans.com.au

(10:00am & 4:00pm EST)

PH: 03 9417 0788

Installing Electricians who are experiencing problems installing the product or who cannot get the product to operate correctly once installed must read the 'Trouble-Shooting Section' of the installation manual.

DO NOT VOID YOUR WARRANTY:

To prevent voiding the warranty, ensure your ceiling fan is only installed by a licensed and qualified electrician. Proof in the form of an invoice or receipt, detailing the installer's name, licence number, and phone number will be required.

You must maintain your ceiling fan to prevent corrosion damage to the finishes. Damage caused by lack of maintenance is not covered by warranty.

MISSING PARTS:

In case of missing parts, the consumer or electrician should contact the place of purchase BEFORE installation.