



## Product Warranty Policy

National Fan Co brand products (by Hessaire) provides the following limited warranty which is valid from the date of invoice to the original purchaser on all products that are tested and/or verified by the manufacturer to be defective in materials and/or workmanship.

This limited warranty applies only to products used for the intended purpose under normal use. A two-year limited warranty applies to all products unless noted as an exception below.

**This warranty does not cover failures, defects or malfunctions due to the following:**

- Normal wear and tear
- Improper operation, installation or operation, installation not according to instructions
- Misuse, abuse, negligence, alteration or accident
- Freight or transportation damage or shortages resulting from carrier mishandling.
- Product modifications
- Neglect or lack of maintenance

**In addition, this warranty does not cover:**

- Return freight or delivery costs
- Removal, installation, and associated labor costs
- Loss of time, inconvenience, labor, use of product or other consequential or incidental damages - Cosmetic rust, corrosion, staining
- Products missing proper labeling or nameplates

**Terms:**

- Warranty period is effective starting when product ships from the manufacturers' docks.
- Defective products will be replaced or repaired at the option of the manufacturer. For installed assembled fans, the manufacturer will provide replacement parts only and will not replace entire assembly.
- Defective products shall only be returned to the manufacturer when accompanied by an RMA (return material authorization). Defective products to be returned shall be at the customer's expense.
- Replacement products or repair parts under warranty will be shipped to the customer at the expense of the manufacturer within the continental United States.
- Field repairs/replacements will be performed by the customer at the customer's expense.

**Products with warranty periods other than the standard two-year limited warranty:**

- (All intake shutters) 1 year
- (All replacement parts) 1 year