



Whole House Fan Warranty

Thank you for purchasing an AirScape® Whole House Fan. We are proud to ship every one of our fans with a 3-year factory warranty.

The terms and conditions of your fan’s warranty can be found on the next page of this pamphlet. On the two pages thereafter, you’ll find important safety, operating, and troubleshooting information regarding your fan. Please take a moment to fill out the form below; it will be helpful to have its information ready should your fan require technical support. Also, **MAKE SURE TO RETAIN THIS PAMPHLET FOR YOUR RECORDS.**

PLEASE NOTE: Because a hardwired switch is necessary for providing technical support, the wall switch included with this fan **MUST** be connected to the fan’s control box regardless of whether or not it will be installed in a wall. **FAILURE TO CONNECT THE HARDWIRED WALL SWITCH WILL VOID THIS FAN’S WARRANTY!** If it is not desired to be installed in a wall, the hardwired switch can be connected to the control box and left in the attic with the CAT5 cable kept spooled.

For technical support or warranty-related issues, please contact us by phone or email at 1.866.448.4187 or experts@airscapefans.com.

WARRANTY INFORMATION

Model Number: _____

Serial Number (“S/N”), Fan: _____

Damper: _____

MAC Address: _____

Order Date: _____

Order Number: _____

Distributor/Installer
Information (if applicable): _____

WARRANTY

Hardware

AirScape warrants the original end user (“Customer”) that new AirScape whole house fan products, including all moving parts, motors, dampers, and damper actuators will be free from defect in workmanship and materials, under normal use, for three (3) years from the original purchase date. See *separate controls installation and operation manual for controls warranty.*

Software & Data

AirScape warrants to Customer that the AirScape whole house fan software will perform in substantial conformance to its program specifications for a period of three (3) years from the date of the original purchase. AirScape will not be responsible for Customer’s memory data contained in, stored on, or integrated with any products returned to AirScape for repair, whether under warranty or not.

Failure to Install Hardwired Switch Voids Warranty

Because an accessible hardwired switch is necessary for providing technical support, the hardwired wall switch provided with the whole house fan must be connected to its controls to receive technical and warranty support. This warranty is void if the provided hardwired wall switch is not connected.

Exclusions

This warranty excludes (1) physical damage to the surface of the product, including cracks or scratches on the outside casing; (2) damage caused by misuse, neglect, improper installation, unauthorized attempts to open, repair, or modify the product, or any other cause beyond the range of intended use; (3) damage, caused by accident, fire, power changes, other hazard, or Acts of God; or (4) use of the product with any unauthorized device if such device causes the problem.

Exclusive Remedies

Should a covered defect occur during the warranty period and Customer notifies AirScape, Customer’s sole and exclusive remedy will be, at AirScape’s sole option and expense, to repair or replace the product. Replacement products or parts may be new or reconditioned or a comparable version of the defective item. AirScape warrants any replaced product or part for a period of ninety (90) days from shipment, or through the end of the original warranty, whichever is longer.

Obtaining Warranty Service

Customer must contact, and either receive service or return product to AirScape within the applicable warranty period to obtain warranty service. Dated proof of original purchase will be required. Customer is responsible all shipping costs associated with the warranty service, as well as any labor costs for uninstalling and/or reinstalling the product.

Warranty Exclusive

The foregoing warranties and remedies are exclusive and in lieu of all other Warranties, express or implied, including warranties of merchantability, Fitness for a particular purpose, correspondence with description, and Non-infringement, all of which are expressly disclaimed by AirScape and its suppliers.

Disclaimer

Neither AirScape nor its suppliers shall be liable for incidental, consequential, indirect, special, or punitive damages of any kind, or financial loss arising out of or in connection with the sale or use of this product, whether based in contract, Tort (including negligence) or any other theory, even if AirScape has been advised of the possibility of such damages AirScape’s entire liability shall be limited to replacement or repair of the product.

SAFETY INFORMATION

- Never operate your whole house fan without a window or door opened.
- Your whole house fan is meant for general ventilation. It has not been designed to ventilate particle laden and/or explosive mixtures of air, and must not be used for such
- Your whole house fan is not for use in kitchens.
- Never force open your whole house fan's damper doors, this could severely damage the actuators. Always use the yellow clutch releases located on the actuators before attempting to manually open or close the damper doors.
- Before installing or servicing your whole house fan, switch power off at your home's electrical panel to reduce the risk of damaging circuit boards, fire, electrical shock, or injury.
- Install your whole house fan in accordance with its installation and operation manual and all local codes and standards.
- Keep the area in front of your whole house fan's as unobstructed as possible: no object should be closer than 24" to the face of the fan. Obstructing this fan's exhaust will diminish its efficiency and could potentially lead to premature failure

OPERATING TIPS

- Never operate your whole house fan without also opening a window or door. Doing so can excessively depressurize your home.
- Only operate your whole house fan when the outdoor air temperature is cooler than the indoor temperature.
- Make sure your air conditioner and furnace are off before you turn on your whole house fan. Running either of these together with your whole house fan wastes energy and money because the fan will force expensively conditioned or heated air out of your home.
- Use your whole house fan's higher speed settings to cool your home quickly in the evening. Then, switch to its lower settings to run it quietly and efficiently through the night.
- We recommend you run your whole house fan through the night. Here's why: The goal of using a whole house fan is to cool your entire home, not just the air inside it. Once heated, your home's structure and contents continue to radiate heat until reaching the temperature of the surrounding air. By running your fan through the night, you speed up this cooling process and can then further "pre-cool" your home, reducing or eliminating the need to use air conditioning the next day. AirScape fans are extremely efficient, so operating your fan in this way is very inexpensive, especially compared to the cost of air conditioning.
- If your home has a basement, extra cooling can be achieved by drawing in air through the basement windows.
- You can control where your fan's cooling effect is concentrated by adjusting the location of windows you open. Visualize the path air will travel from the windows to your fan's opening. Generally, the longer the path, the more cooling.

MAINTENANCE

Your whole house fan requires no routine maintenance other than making sure its fan assembly and backdraft damper are kept clean of any possible build up of debris, and that the area in front of the fan remains as unobstructed as possible, with no object closer than 24" to the face of the fan.

Resettable circuit breakers are located on the control box and fan mounted electrical box to protect circuit boards from power surges. In the case of a power surge, these breakers can be reset by simply pushing the button back in.

TROUBLESHOOTING TIPS

Before servicing your whole house fan, turn off power to it at your home's electrical panel to reduce the risk of electrical shock, injury, fire, and/or circuit board damage.

Your AirScape whole house fan has been factory tested. If you encounter problems with the unit, please take a few minutes to run through the following troubleshooting procedures before calling for technical support.

Symptom: Unit does not start

Possible causes: No power to unit.

Suggestion 1: Check power to unit and wiring at both the switch and control board.

Suggestion 2: Check the re-settable circuit breaker on damper enclosure electrical box.

Symptom: Damper does not open

Possible causes: No power to damper, or damper shaft loose.

Suggestion 1: Check power to unit and wiring between control board and actuators.

Suggestion 2: Verify that the actuator jaws are closed tight on the damper shaft.

Symptom: Damper door(s) open but fan does not start.

Possible causes: Wiring issue between fan and damper enclosure.

Suggestion 1: Verify wiring connections between fan and damper enclosure electrical box.

Suggestion 2: Make sure that the fan is connected and plugged into 120V power.

Suggestion 3: Check the re-settable circuit breaker on the fan mounted electrical box.

Symptom: Wireless remote does not Operate.

Possible causes: Battery. RF interference.

Suggestion 1: Check transmitter's battery for power. Replace if necessary.

Suggestion 2: Press and hold the merge button on the remote receiver until LED merge light turns off. Re-merge remote(s)

If, after taking the appropriate troubleshooting measures, your fan's problems remain unresolved, please contact AirScape technical support by phone or email at 1.866.448.4187 or experts@airscapefans.com