

## WARRANTY STATEMENT

### Heating & Exhaust



**In-Home  
Warranty**

**3-in-1 Bathroom Heater**



**Replacement  
Warranty**

**Exhaust Fans**



**Replacement  
Warranty**

**Accessories**

#### WARRANTY TERMS & CONDITIONS:

- Warranty applies only if the product was purchased in Australia and does not transfer from the original purchaser. All products replaced under warranty are only warranted for the balance of the warranty period.
- Heating & Exhaust Warranty does not extend to accessories such as remote control kits.
- Exhaust Fan has 2 year replacement warranty back to store.
- All accessories in the original packaging have a 1 Year Replacement Warranty. Products must be Martec<sup>®</sup> approved and Martec<sup>®</sup> branded. The used accessories which are not Martec<sup>®</sup> approved and branded will subsequently void the warranty.
- Any changes to plated and/or painted finishes due to climate conditions or other circumstances deemed to be beyond the control of Martec Pty Ltd or their authorised agent are not covered under this warranty.

#### 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<sup>®</sup> customer service number (02 8778 7500) prior to any electrician leaving the job site if any problems occur.
- In-Home Warranty means Martec<sup>®</sup> 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<sup>®</sup> to lodge a warranty application will not be covered by Martec<sup>®</sup>.

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### **PURCHASERS PLEASE NOTE (continued):**

- 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:
  1. tampering with the product
  2. product damage, repair by non-qualified electrician
  3. becoming faulty due to improper use
  4. normal wear and tear
  5. accident damage
  6. 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.
- Any damage caused to walls, ceilings, furniture, carpet and/or any consequential damage caused within the establishment where this Martec<sup>®</sup> Product is being installed, is not covered under this warranty.
- Repairs carried out by the Martec<sup>®</sup> 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.
- 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

### **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 back or side of the product)
2. PURCHASE RECEIPT from the store or location the bathroom heater or exhaust fan was originally purchased from.
3. INSTALLATION RECEIPT / TAX INVOICE / CERTIFICATE OF COMPLIANCE for the installation of the Martec<sup>®</sup> 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<sup>®</sup> 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.**