

## HEATING & EXHAUST WARRANTY STATEMENT



**In-Home  
Warranty**

**3-in-1 & 4-in-1  
Bathroom Heater**



**Replacement  
Warranty**

**Exhaust Fan &  
Exhaust Fan LED**



**Replacement  
Warranty**

**Thermo Heater &  
Accessories**

NB: Essence, Contour 1 and Uno have 1 Year Replacement Warranty.

### WARRANTY TERMS & CONDITIONS:

1. 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.
2. Bathroom remote control kits have a 1 year replacement warranty.
3. Exhaust Fans have a 2-year replacement warranty back to store.
4. Dedicated LED light/panel and/or electronic drivers of 3 in 1 bathroom heaters have 1-year in-home warranty only.
5. Replaceable Led Lamps such as R80 or GU10 lamps are covered by 1 year replacement warranty back to store.
6. Replaceable heat lamps, either R125 or halogen types, are covered by 1 year replacement warranty back to store.
7. All accessories in the original packaging including ducting and switches 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.
8. 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:**

9. 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.
10. 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.
11. 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.
12. In-Home Warranty means Martec<sup>®</sup> products must be installed/in-situ when the warranty claim is lodged.
13. 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>.
14. 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:
  - tampering with the product
  - product damage, repair by non-qualified electrician
  - becoming faulty due to improper use
  - normal wear and tears
  - accident damage
  - product abuse, and/or failure to use the product in accordance with the instructions relating to the installation.
  - Switches provided by Martec in the box must be used or the warranty will be void.
  - Incorrect installation or unsuitable location.
15. This product is only covered by this warranty for a period of 90 days, when used in a commercial application. Martec considers commercial applications to be (but not limited to at Martec's discretion):
  - Retail Shops
  - Shopping Centres
  - Restaurants/Take away
  - Warehouse/Factories

- Gyms
  - Hotels/Motels/B&B
  - Short term rental accommodation
  - Offices
  - Aged Care Facilities
  - Medical Centres
  - Child Care Centres
  - Schools/Education
  - Workshops
  - Agricultural Shed
16. 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.
  17. 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.
  18. 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 as per the instruction manual.
  19. 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.
  20. Condensation is not covered by the warranty. Condensation is a naturally occurring event that is caused by hot and cold air coming together with cold surfaces such as walls and mirrors/glass. Extraction units are not designed or capable of combating condensation. The only way to reduce condensation is to raise the temperature of the room before commencing any showering. This can be achieved by operating the heating in the room prior to showers commencing, or having a heated mirror installed. The closer the room temperature is to the temperature of the heat coming from the shower the less condensation will occur in the room.
  21. Obstructions in the ducting are not covered by the warranty. Ensure there is no obstruction in the installation ducting in the ceiling. Ensure all ducting is as flat and as straight as possible and ducted to the outside of the home. Any twist and turns in the ducting will reduce performance of the extraction unit. Also, for efficiency of the extraction it is important that there is an easily replaceable volume of air entering the bathroom, equal to or greater than the volume of air being extracted, otherwise the performance will be compromised, and is not covered by warranty. If the bathroom has all the door gaps very tightly sealed, replacement air will be restricted.

**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. The following details must be filled in clearly:
  - i) Purchaser's full name and contact details
  - ii) Full description 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.

Upon receipt of the above-mentioned documentation, Martec Pty Ltd will initiate a warranty case as per 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.