



## MARTEC PTY LTD: COOLING WARRANTY STATEMENT

 <b>6<sup>*</sup></b> YEAR <b>Warranty</b> <b>Ceiling Fans</b>	 <b>2</b> YEAR <b>In-Home Warranty</b>	 <b>1</b> YEAR <b>In-Home Warranty</b> <b>Remote Control Kits</b>	 <b>1</b> YEAR <b>Replacement Warranty</b> <b>Accessories</b>
<small>*3 Year In-Home + additional 3 Year Replacement on the motor only.</small>			
<small>NB: Ceiling fan purchased prior to January 2021 will ONLY entitle to 3 Year In-Home Warranty.</small>			

Martec Pty Ltd warrants this product with an “In Home” warranty, warranty period begins from the original date of purchase for residential situations, subject to the following statements:

**Important notice: Martec Pty Ltd warrants this product with “In Home” warranty. Martec Pty Ltd only warrants the Martec product against faulty workmanship and subject to the conditions and provisions set out below:**

1. The “In Home” warranty applies only if the product was purchased and installed in Australia and does not transfer from the original purchaser. All Martec products replaced under warranty are only warranted for the balance of the warranty period.
2. The “In Home” warranty does not extend to the Martec product accessories such as remote controller kits and/or light fittings (including glass light shades) that have been fitted during or after the original Martec product installation. Globes and remote batteries are not covered under warranty.
3. All remote controllers, wall controllers, ballasts, and light fittings included in the Martec product’s original packaging have a 12 months warranty only. Remote controllers, wall controllers and light kits must be Martec approved and Martec branded products. The use of remote controllers, wall controllers and/or light kits which are not Martec approved and/or branded will subsequently void the warranty.
4. If the product has physical damage such as marks, dents or scratches when the product is received, these issues are not covered by the in-home warranty. If this is the case please contact Martec support team to discuss replacement parts before the product is installed.
5. Any changes to plated and/or painted finishes due to climate conditions or other circumstances are not covered under this warranty.

6. An outdoor area is defined by Martec, to have 3 enclosed sides, and the centre of the ceiling fan installed should be a minimum of 4 metres setback from the open side. If the area is different to what Martec has defined, then a suitable IP rated product would be enquired. Any installation outside of Martec's definition of an outdoor area will subsequently void the warranty.
7. It is a mandatory requirement to have an isolation switch installed for each remote controlled ceiling fan BEFORE lodging a warranty application. An isolation switch looks like a light switch on the wall that needs to be in the ON position in order to operate the fan via the remote control, and isolates the power off for servicing or when away for long periods of time.
8. Threaded components such as blade nuts and screws may loosen during normal operation these should be tightened regularly to ensure the fan does not develop noises during operation, as this is not covered under 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. 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. Per warranty claim, a full replacement will be sent to the customer's residence and a maximum of \$190AUD plus GST plus freight will be covered by Martec Pty Ltd. A tax invoice will be required made out to Martec Pty Ltd once accepted. All other costs over and above the \$190AUD plus GST, including but not limited to, labour and travel costs are to be paid for by the purchaser. Please Note: it is the responsibility of the purchaser to call Martec customer service number (02 8778 7500) prior to any electrician leaving the job site if any problems occur. Any installing electrician costs and/or fees invoiced to the customer prior to the customer contacting Martec or approved prior by Martec Pty Ltd to lodge a warranty application will not be covered by Martec Pty Ltd. In the event a 3<sup>rd</sup> party technician is used, Martec must have a quote and the work must be approved via email, Martec will not cover work carried out without written approval and can reject these requests at Martec's discretion.

10. 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: Installed in unsuitable location, as per Australian Standards (i.e. IP rated products for IP rating of the location), tampering with the product, product damage, repair by non-Martec technician, becoming faulty due to improper use, normal wear and tear, accidental damage, product abuse, and/or failure to use the product in accordance with the instructions relating to the installation.
11. 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 Sheds
12. Variations of speed between the same model Martec products may be evident and is not covered under this warranty.
13. Any damage caused to walls, ceilings, furniture, carpet and/or any consequential damage caused within the establishment where this Martec product is being installed, is not covered under this warranty.
14. Martec Pty Ltd reserves the right to charge labour and material cost of any replacement parts or products if required, in addition to the costs associated with shipping these parts to my location should the reported fault not be an actual manufacturing fault or malfunction. This will be assessed on a case by case basis by the authorised Martec Service Agent dispatched to the premises. The current minimum charge will be \$190AUD plus GST.
15. This warranty covers manufacturing fault with the WiFi series fans, however, it does not cover the following where a manufacturing fault is not found, connectivity issues caused by modems, incorrect bandwidth, smart devices, or any App related issues. Issues of this kind may require you to contact the service providers. Failure to check resulting in a service call where a technician reports that any of these where the cause of the reported issue will result in a service call out fee as mentioned in point 14.

16. In the case of remote controlled ceiling fans, it is the responsibility of the customer to ensure that the batteries in the remote have sufficient charge to operate the fan, also ensuring the fan is powered by the isolation switch and paired using the pairing instructions provided in the installation document, from time to time a remote control may need to be re paired to its receiver, due to blackouts, low battery charge, interference etc, failure to check resulting in a service call where a technician reports that any of these where the cause of the reported issue will result in a service call out fee as mentioned in point 14.
17. This warranty does not cover electrical humming noises, ticking, wobbling or any other external noise influences.
18. Martec Pty Ltd reserves the right to change or amend any or all parts of this warranty statement at any time and without notice.
19. The costs associated with the hire of extension ladders and scaffolding to service ceiling fans installed on ceilings higher than 3 metres from the ground, will not be covered by this warranty. These costs will be borne by the customer not Martec Pty Ltd.
20. In the event that a product requires a replacement through warranty, and the model has been discontinued, Martec reserves the right to offer the closest alternative that Martec has in its current range. Martec will deem which product to be the closest. In the event of multiple products are installed but only one needing replacement, Martec's responsibility is to only replace the faulty product, Martec are not responsible to replace non-faulty products to match the replacement.

#### **MARTEC PTY LTD ADDITIONAL 3 YEAR MOTOR REPLACEMENT WARRANTY STATEMENT (THIS DOES NOT APPLY TO QUANTUM FANS)**

The Martec additional 3 year motor replacement warranty, covers the fan motor failure only, following the conclusion of the in home warranty period. Please contact our Customer Service team first. The fan motor must be sent to Martec's warehouse at the customer's expense for testing, and if the motor has been deemed to be faulty by Martec we will send out a replacement motor only. If after receiving the motor it has been deemed to not be motor failure, the product will remain at Martec for collection by the customer or their courier for 30 days before being disposed of. No electrical or freight costs are covered by the additional warranty. Only the failure of the motor is covered, capacitors, speeds, wobbles, electronics, finishes, noises, balances etc are not covered by the additional 3 year replacement motor only warranty.

**BE ADVISED:** All ceiling fans will emit some audible noise; and said noise will be most apparent at night or during period of time when there is less ambient noise to interfere with said noise, and especially on low speed settings, slight electrical fluctuations will cause said noise. This noise is referred to as ripple control, which is a method used by electricity companies to control

utilities by using a superimposed frequency on your standard 50Hz AC power supply. Typically, the ripple control is used to control and manage peak power loads on electrical distribution networks. The noise is the result of the electricity supplier alternating the direct current entering your house in order to check if, for example, street lights are operational. This may cause humming noises in the ceiling fan and is not covered under warranty. A light fitting will often accentuate noises and vibrations, which can be traced to loose glass fittings or other components; this is not covered under warranty. To learn more about ripple control, please visit our website at: <https://www.martecaustralia.com.au/faq/>

**NOTE:** Martec Pty Ltd assumes that installation of said Martec product is carried out as the instruction manual has aforementioned. It is the purchaser's responsibility to ensure that the installation of said Martec product has been carried out by a certified electrician as per the guidelines of this instruction manual. As it is the purchaser's responsibility to check the stability and proper installation of the Martec product, the purchaser's electrician should check and identify any problems prior to finalising installation. Steel beams, grid ceilings and flexible

surfaces will not absorb vibration and may cause some audible noise due to vibration; as a result, this will not be considered a fault and will not be covered under this warranty.

Martec Pty Ltd only covers manufacturing faults associated with said Martec product per the above warranty provisions. The warranty will not cover the entry of foreign matter or influences to the product including, but not limited to: liquid, moisture, dirt, dust, electrical fluctuations, or

any additional problems encountered if a Martec ceiling fan is used in an outdoor environment. Power supply faults or influences resulting in damage to this product are not covered under this warranty. The warranty does not cover any loss, damage or delay directly or indirectly caused by any malfunction of or defect of or failure of the product other than stated in this warranty.

**IMPORTANT NOTICE:** All claims for warranty must be accompanied with the following three documents:

1. Copy of the Installation Receipt OR Tax Invoice OR Certificate of Compliance for the installation of the Martec product from the installing electrician. If one of these installation documents cannot be provided, we will only accept a typed and signed letter on a business letterhead from the installing electrician stating he/she installed the Martec product at your address along with a scanned copy of the electrician's licence. Please note that an email is not a sufficient installation document.
2. Copy of the Purchase Receipt/store Tax Invoice for the Martec Ceiling Fan, and accessories such as extension rod or remote control.
3. Submit a warranty claim form. Please ensure that the purchaser's full name and contact details are clearly stated, in addition to the full nature of the fault and the serial or P.O. number which can be located on the top motor housing above the Ceiling Fan Blades.



Upon receipt of the above-mentioned documentation, Martec Pty Ltd will issue a service call to fulfil the conditions of this warranty. It is the responsibility of the purchaser to keep the documents required for a warranty application for the duration of the warranty period.

Customer Service operates between 8AM to 4PM EST Monday through Friday

Customer Service Local Number: 02 8778 7500 Customer Service Fax: 02 8778 7555

IMPORTANT: Please do not phone the retailer for warranty work. Instead phone the Customer Service Hotline found above.

ABN: 82 599 302 308



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