



WARRANTY

Indoor ONLY Fans

Claro Essentials Warranty Statement

The benefits conferred by this express Claro warranty are optional and are in addition to all relevant implied warranties, rights and remedies available under Australian Consumer Law. If you encounter issues with the fan during installation, Claro highly recommends having the installing electrician contact Claro for trouble shooting assistance if the installation is during business hours on 03 8658 9576.

WARRANTY DETAILS

Claro warrants this ceiling fan against defects. The Claro replacement manufacturer warranty covers free replacement of products (or parts) deemed defective.

Major defects in a ceiling fan are:

1. Does not rotate properly or at all due to an internal electrical or mechanical fault;
2. A loud motor noise which is caused by an internal electrical or mechanical fault (NOT a noise caused by incorrect installation, and not a slight hum that is not considered a fault);
3. For new fans that have just been unpacked, broken or damaged non-detachable parts (e.g., motor housing).

Claro warrants this ceiling fan to perform to its published features and specifications only. The Claro warranty does not cover situations where the product does not perform to the expectation of a user, or for a use that it was not specifically designed for, but it does perform to its published features and specifications. Slight variations of speed may occur between the same model of fan and slight humming or electrical noises may occur and be more noticeable at night. This is the nature of the product and not deemed a fault covered by warranty. Other noises which may occur from external influences and are not covered by warranty include but are not limited to; power supply "noise" and intermittent "humming" from mains power delivery infrastructure, signals sent through the power grid by the electricity provider for the control of off peak hot water and street lights. Filters for blocking/reducing such signals are available in Australia at the customer's expense.

IMPORTANT: Claro will not reimburse for any electrician fees for prior works or for the replacing of the fan.

WARRANTY PERIOD

- The warranty period for this ceiling fan is 1 year replacement warranty only.
- Remote handsets and light fittings included in the ceiling fans original packaging have a 1 year replacement warranty only.
- The warranty period begins from the date of purchase, as determined by the tax invoice provided by the authorised retailer.
- Batteries are not covered by warranty

WARRANTY LIMITATIONS AND CONDITIONS

- **Installation by Qualified A-Grade Electrician:** Evidence that the Claro ceiling fan was installed by a qualified A Grade Electrician and in compliance with Australian law must be provided for the warranty claim to be processed. The most acceptable form of evidence is the certificate of electrical compliance issued by the electrician.
- **Proof of Purchase:** Proof of purchase from an authorised retailer specifying the fan model and purchase date (such as a tax invoice) must be supplied for the warranty claim to be processed.

- **Installation Site:** Instances of wobbling, noise, poor performance, or faults in the fan will not be covered by the warranty if they are caused by external factors or improper installation. Proper installation requires the following conditions to be met, among others:
 - i. The ceiling fan must be installed in a permanent structure that is stable (without causing it to sway, wobble or vibrate) and is capable of bearing the specified weight
 - ii. The installation location should be fully sealed so that water cannot ingress and get on/into the fan
 - iii. The rotating fan blades must not come into contact with any object, and there must be adequate space from the blade tip to the wall or ceiling
 - iv. There should be no foreign objects, such as an exposed beam, between the ceiling and the blades
- **Outdoor Installation:** This product is not intended or recommended for, and is therefore not warranted for use outdoors including covered and/or enclosed alfresco areas.
- **Coastal Use:** This product is not intended or recommended for, and is therefore not warranted for coastal use.
- **Colour Fading:** Visible light, electric lighting, heating, humidity, aging all contribute to process of colour fading. This is not covered by warranty.
- **Reasonable Wear and Tear:** Vigorous cleaning or rough handling of the fan may cause threaded components to work loose or the blades to become unbalanced which may cause the fan to wobble or may result in additional noise over time. It is normal for a fan to develop minor noise over time dependent on its level of use and maintenance provided. These issues can be reduced through slight internal adjustments by your electrician. **THEY ARE NOT COVERED UNDER WARRANTY.** However, proper care and maintenance of the fan can reduce or prevent issues.
- **Noise:** Signals sent through the power grid by the electricity supplier may result in intermittent noises in your fan. These noises are not due to a product fault. There may be filters available to purchase to minimise/reduce these noises.

Clicking, ticking and creaking noises from fans are usually due to the mounting bracket not being correctly attached or when the blade screws are loose. Only use the provided hardware to install the fan. If the mounting bracket is attached using counter-sunk screws, it may work loose and lead to unwanted noise and movement in your fan. Wooden bladed fans may need their blade screws periodically tightened. Unless a fan is defective, noise will not be rectified under warranty.

- **Blade balancing:** Whilst every precaution is taken at the factory to ensure your fan is of the highest quality, imbalance may occur. This may be due to slight irregularities in the blades or material densities. Further problems can be caused by deviating from these instructions.

The following procedure may help to rectify the situation:

- The hanger bracket must always be tight against the ceiling so that no movement can occur.
- Make sure that the downrod is firmly locked into the hanger ball on top of the fan. The locking screw should be securely tightened.
- Check all the blades are firmly tightened onto the motor.
- Changing over two adjacent blades - may correct any imbalance causing wobble.
- Please note that drop rod style of fans have a slight level of movement but this is not dangerous. Longer drop rods may amplify the amount of wobble.

- **Domestic/Personal Use Only:** This product is not designed or intended for industrial or commercial use and therefore the warranty will not cover such use.

- **Purchase from Authorised Retailer:** In order for the warranty to apply, the Claro Ceiling fan must have been purchased in Australia from an authorised retailer (please see the Claro website for a list of authorised retailers).
- **Claro Warranty Applies in Australia Only:** Claro warranty is only available for products installed and being used in Australia.
- **Location Change:** This limited warranty does not cover any damages to hard-wired products if it is moved from the original location of installation to another during the warranty period.
- **Incorrect Installation/Misuse/Damage of Product:** is not covered by warranty. The Claro ceiling fan must be installed and used according to the installation manual and user guidelines. Damage caused by external factors such as (but not limited to) power supply faults/surges, water damage, lighting and other Acts of God is not covered by this warranty. Claro fans must only be installed and used with compatible accessories as specified by Claro. Use with or wiring with non-authorised accessories and/or other items will void this warranty. Claro does not accept liability for any direct or consequential damage, loss or other expense arising from misuse or incorrect installation and operation of the appliance.
- **Modification and Repair to the Product:** No modification and repair to the product is allowed to be carried out unless expressly authorised to do so by Claro.

WARRANTY CLAIMS

Please submit any warranty claims in writing by one of the following methods;

1. Email to: service@clarofans.com.au and attaching the required documents
2. Filling out the warranty claim form on the Claro website and attaching the required documents
3. Filling out the warranty claim form provided in the ceiling fan box and posting to the address provided with the required documents

Please ensure all warranty claims are in accordance with the warranty conditions and limitations outlined above and that you include:

1. Proof of purchase
2. Evidence of installation by a qualified and licensed electrician such as an electrical certificate of compliance

Please allow up to four days from receipt of your warranty claim for a response.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss of damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Claro

18 Cleeland Road

Oakleigh South, VIC 3167

<https://www.clarofans.com.au/>

Tel: 03 8658 9576

Email: service@clarofans.com.au