



# **WARRANTY**

Indoor/Outdoor/Coastal/IP66

# CONTENTS

Claro Warranty Statement.....	2
Warranty Details .....	2
Warranty Period.....	3
Product Registration .....	3
How To Register .....	3
Warranty Limitations And Conditions .....	4
Warranty Claims.....	6

# Claro 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 9588.

**IMPORTANT:** If you would like to make a claim under this warranty, ensure the ceiling fan is left installed (the wiring does not need to be connected if there is an electrical fault). Please read the following guide to ensure your warranty claim follows the warranty conditions and is processed as efficiently as possible.

## WARRANTY DETAILS

Claro warrants this ceiling fan against defects. The Claro 'in home' manufacturer warranty covers:

1. Free replacement of products or parts deemed defective and;
2. Reasonable labour costs for replacing the defective product or parts where a qualified electrician is required. This is limited to work undertaken on or to the ceiling fan, and therefore does not cover general installation, external wiring or any specialised equipment required for access etc which the customer is responsible for.

The Claro Motor replacement warranty covers free replacement motor parts where the motor is 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.

## IN HOME WARRANTY

Claro warrants this ceiling fan against defects and offers an 'in-home warranty' service. This includes the installation of replacement parts or replacement fan and reasonable costs of actual electrical work undertaken on or to the ceiling fan. Customers are required to reasonably assist with providing important information, and/or videos and pictures to assist us with diagnosing the issue. If no assistance is provided, this may result in the prolonging of the claim, or for us not being able to move forward and assist with the claim. In cases such as the latter, warranty does not cover a service call to determine the issue. The warranty is for standard ceiling heights up to 3m. For ceiling heights exceeding 3m you will incur additional charges around access. For ceiling heights requiring specialised equipment for access (such as scaffolding or scissor lifts, etc.), our service agent is not qualified to assemble/operate and cannot attend for safety and liability reasons. This cost will be borne by the site owner and such costs should be considered when deciding on fan placement. We will contribute the sum of \$95 (incl GST) towards using your own

electrician. All parts deemed defective in workmanship or materials will be replaced free of charge during the 'in home' warranty period (during replacement only motor is replaced).

## WARRANTY PERIOD

- The warranty period for this ceiling fan is 1 years for in home warranty and 3 years for motor replacement (upon product registration) - See further details below:
  - Your product must be registered within 90 days of purchase.
- Remote handsets and light parts included in the ceiling fans original packaging have a 1 year replacement warranty only.
- Remote receivers have a 2 year replacement warranty only.
- The warranty period begins from the date of purchase and does not start again on replacement products, as determined by the tax invoice provided by the authorised retailer. Batteries are not covered by warranty.

## PRODUCT REGISTRATION

By registering your ceiling fan, you ensure that your purchase is protected by Claro's extended warranty, which will add a 3-year motor replacement on top of your 1-year in home warranty. This means that in the unlikely event your ceiling fan fails or becomes defective within that period, you will have access to replacement motor at no additional cost. Note this extended warranty does not cover regular wear and tear.

In addition to the extended motor replacement, by registering your fan you will be able to upload all the required documents, should you ever need to lodge a warranty case. We will store all this information for you to make any potential future warranty claim smoother and faster. This is an added convenience as it saves you the tedious hassle of trying to find the relevant document years later.

Claro have purposely made this warranty registration process as easy as possible. With just a few clicks, your product will be registered and you will have the additional peace of mind knowing that you are covered.

## HOW TO REGISTER

Register with 3 easy steps!

***Note your product must be registered within 90 days of purchase.***

1. Scan the QR Code below, or visit [www.clarofans.com.au/product-registration/](http://www.clarofans.com.au/product-registration/)



2. Fill out the required information, including your date of purchase and date of installation
3. You will be able to add relevant documents to your registration, such as your proof of purchase and electricians Certificate of Compliance

***That's all there is to it, and you're finished!***

## 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.
- **Ceiling Fan must be Installed for In-home Warranty to Apply:** The Claro Ceiling fan must have been installed by a qualified electrician and must remain installed for the in home warranty service to apply. If there is an issue with the wiring, the fan should be left installed without the wiring connected.
- **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 has an IP66 rating and vacuum-sealed construction, providing strong protection against water, dust, and particulates. The warranty covers mechanical failure caused by water ingress, provided the fan is installed and used in accordance with the guidelines. It is essential to select an appropriate installation location, as the warranty does not cover damage from extreme weather, corrosive materials, high winds, UV exposure, or similar factors. Users are responsible for assessing the product's suitability for their specific application.

**Tip:** In windy areas, exercise caution. The fan's ball joint design may allow movement in strong winds, potentially causing damage to the fan or surrounding property. Regular maintenance is recommended to ensure optimal performance and extend the fan's lifespan.
- **Coastal Use:** This product is coastal rated because the motor is well enclosed to help protect it from corrosive damage. Any motor/mechanical/electronic faults will be covered by warranty when installed in coastal areas.
- **Rust and Coastal Use:** This model has undergone various treatments to optimise protection against rust as much as possible, however, is not guaranteed to prevent rust completely, given the harshness of certain environments. It is strongly recommended the fan be wiped down regularly, particularly in areas of high salt exposure to aid in the longevity of the product. Moisture must also be wiped away from all metal parts, particularly when on the motor casing, or will lead to rust. Some materials such as timber or metal may also be damaged and for example, become warped if exposed to excessive salty conditions. This is not covered by warranty, however, Fanco will endeavour to make replacement parts available.
- **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.
- **Extra Costs:** In-home service warranty covers reasonable costs, including access to ceiling fans installed on standard ceilings up to 3 meters. Australian OH&S legislation may require special measures and protective equipment be used in situations where people are required to work more than 2m above floor level or where a hazard exists. Any extra costs incurred to service the ceiling fan that arise from situations such as the following, will not be covered by the warranty and must be paid for by the client:
  - Requiring extension ladders, scaffolding or other non-standard equipment;
  - Require a second electrician/or more time than 45 minutes
  - Remote locations where there are no service agents in close proximity, or where the location costs are higher than reasonable.
- **Installations with Unsafe or Impractical Access:** Claro and its service agents reserve the right to refuse service to ceiling fans and their accessories which are deemed by Claro warranty claim assessors or Claro service agents to be unsafe or impractical to access. In these cases, Claro will still

supply a replacement of any faulty products. At Claro's discretion, if a service agent has not already attended the warranty claim, the client may be reimbursed a standard fee of \$95.00 (inc. GST) for using their own electrician.

- **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-authorized accessories and/or other items will void this warranty. If a Claro Service Agent determines a problem with the product is due to incorrect installation or misuse of the product, the product will not be replaced or repaired under warranty, the remainder of the warranty will be terminated and the client will be liable for a \$95 (inc. GST) call out fee. 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.
- **Wiring without all Pole Disconnection Switch and Wall Switch:** Claro and its service agents reserve the right to refuse service to ceiling fans wired without an all-pole disconnection switch and a wall switch. It is a safety requirement to have switches intended to ensure all-pole disconnection of stationary appliances, directly connected to the supply terminals. Refer to wiring diagrams in the manual for correct wiring practice.

## WARRANTY CLAIMS

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

1. Email to: [service@clarofans.com.au](mailto: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

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