



# **WARRANTY**

Indoor/Outdoor Fans

## **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 9576.

**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 and offers an 'in-home warranty' service, meaning the warranty includes the installation of replacement parts or replacement fan in cases where an electrician is required. The in home component of this warranty covers only actual electrical work undertaken, on or to the ceiling fan. All parts deemed defective in workmanship or materials will be replaced free of charge during the warranty period.

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:** The 'in-home' repair/replacement service is carried out by Claro service agents once the warranty claim has been approved. Claro will not reimburse repair/replacement work done outside the warranty process. In cases of in-home repair/replacements in areas outside the coverage of Claro service agents, subject to conditions, Claro will reimburse customers a standard fee of \$95.00 (inc. GST) for using their own electrician. This reimbursement will be paid directly to the Customer once the warranty claim has been approved and Claro has determined there are no Claro service agents available in the area. Claro will not accept warranty claims for reimbursement of service work completed that has not been authorised through the warranty process.

## WARRANTY PERIOD

- The warranty period for this ceiling fan is 1 year 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 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

## 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 can be installed in a position where it is covered or enclosed alfresco areas and there is a minimum clearance of 1.5 meter from the blade tip to all edges of the roof or positions where could be exposed to water, moisture or other dangerous external elements.
- **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** is not covered by warranty. The client should ensure the fan is regularly cleaned and any screws and blade nuts that become loose through normal operation are tightened.
- **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 will cover 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 such situations such as requiring extension ladders, scaffolding or other non-standard equipment, or which require a second electrician/or more time than 45 minutes will not be covered by the warranty and must be paid for by the client.
- **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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