

lights there are broken parts or serious cosmetic issues affecting non-detachable parts of the light when it is unpacked.

There is no in-home warranty on glass parts, light globes, bulbs or tubes of any type. Incandescent lamps included with some light fittings are provided free of charge for convenience only and not covered by defects warranty.

Remote Control Defects

Ceiling fan remote control systems are for use only with ceiling fans and lights attached to ceiling fans. There is no warranty if connected to other products. Remote control systems comprise two parts: a handset and a receiver. Major defects for a remote control are the failure of the fan or light to operate due to an electrical or mechanical fault within the remote control receiver itself.

Handsets

Handsets found to be broken or suspected of being defective when unpacked will not be repaired or replaced by sending a service agent unless a service call fee is paid. Instead a replacement handset or part will be sent directly from the company by post or courier.

The handset and receiver must be set to operate using the same identity code when installed. If the system does not operate because codes do not match there is no defect in the product and a service call fee will be charged for a service agent to attend and change it back to the correct setting. Make sure the installing electrician **WRITES DOWN** the code setting in the instruction manual.

It is not possible for the company to determine in advance if there is a defect or the code has been changed prior to sending a service agent to the job site, so booking a warranty service call should not be done until after the following has been read and understood.

A document explaining how to find and set the correct code yourself is available at no charge from the company. This document should be followed before reporting the remote control system as faulty. See www.hunterpacific.com.au/remote_codes.pdf

Inadvertent operation of the fan/light due to other devices or remote controlled fans/lights in other premises using similar radio frequencies and identity codes is not a defect and not claimable under warranty. A service call fee will be charged under these circumstances.

Discharged batteries or failure of the remote control system to operate due to a flat battery in the handset is not covered under warranty. Always replace the battery with a known good one irrespective of the battery condition indicator (if fitted). A service call fee will be charged if the problem turns out to be a flat battery.

Code Learning Remote Controls

Remote controls with code learning (such as Neoteric) have the ability to add or remove handpieces from the system by placing the receiver into code learning mode. This is done by cycling the wall mounted power or isolation switch on and off at 2 second intervals until the receiver beeps 4 times.

If the receiver was installed without a wall mounted power or isolation switch then the appropriate circuit breaker should be used to cycle power to the receiver on and off. The installation instructions require a separate switch be installed for programming and fault isolation. Problems caused by the inability to individually program or reprogram a receiver or isolate it when faulty due to lack of a switch are not covered by warranty.

Surge Damage to Remote Control Systems

Damage to remote control systems caused by electrical surges of any type whatsoever (including high voltages from solar/wind inverters) is not covered by warranty. Although surge protection is included in remote control receivers it is effective against only certain types of surges, plus to comply with electrical safety standards the receiver must “fail safe” should any fault occur within it or the fan/light attached to it.

This means the remote control and products connected to it will stop working if a surge causes the fuse inside the receiver to rupture. This fuse must not be replaced as the receiver may have other damage.

Surge damage may cause instant failure or it may weaken parts and result in failure some time in the future. A service call fee and the cost of a replacement receiver will be charged when surge damage is the cause of failure.

Due to the unpredictable nature and unforeseeable effects of surge damage the company states in its installation manuals that external surge diverters or limiters should be fitted to electricity supply circuits that power the remote control system. Surge diverters or limiters fitted to household power outlets will generally not protect the lighting circuit to which the ceiling fan/light remote control is connected. A separate surge device may be necessary – please consult the installing electrician about whether the switchboard needs to be upgraded.

Be aware most surge diverters have a finite life. Once they absorb or divert one very large or several smaller surges they themselves become damaged and non-functional. Hence they need to be periodically checked or replaced, especially after electrical storms or when surges are suspected of having occurred. Once they become non-functional they offer no protection whatsoever.

Cosmetic Issues

Cosmetic issues are not covered under warranty unless they are readily apparent when the fan is unpacked or first installed and the company notified within 1 month of purchase.

In-home warranty is available for cosmetic issues on fans less than 1 month old and affecting only non-detachable parts (for example, the motor housing).

NOTE: Finishes that are described as brushed will have minor blemishes that are a part of the brushing process. Polished finishes may have minor swirl marks that are part of the polishing process. Neither of these issues are defects since they are an inherent part of the finishing process.

A service agent will not attend to replace detachable parts (such as blades) unless a service call fee is paid. Replacement parts will be sent by post or courier for installation by the owner.

Damage, Wear and Tear

Physical damage to the product evident at the time of unpacking or installation must be reported to the company within seven (7) days. Ceiling fans and associated light fittings are vulnerable to damage from being struck by objects and misadventure once they are unpacked so adherence to the seven day rule is important.

Damage and wear caused to the fan (or other items) due to installation in locations that do not have protection from wind or other elements will not be covered by warranty. At a minimum, product marked as suitable for outdoor use must have protection from wind and the elements from all possible directions (including above and below).

Wind will cause ceiling fans to swing in a circular motion and accelerate wear and tear on the suspension system. In extremely windy locations, even when turned off, the fan may swing around enough for the blades to strike the ceiling.

Any damage due to wind-induced movement, water ingress, storm damage or other physical effects is not covered by warranty. A service call fee will be charged if reported problems are caused by these factors.

Ceiling fans are rotating machines and the blades and other moving parts will suffer from wear and tear. The amount of wear and tear will depend on the household environment, climate and operating conditions. Blades travel an enormous distance in the course of normal use – the blade on a 1200mm fan running at 300 rpm moves at 67 km/hr and when run continuously it travels over 590,000 kms per year. Wear and tear to the leading edge of blades is inevitable.

Cosmetic issues caused by wear and tear are not covered under warranty beyond 90 days. Internal parts of the motor, including its electrical parts and bearings, are covered against wear and tear when in normal use for 2 years (in-home warranty) with an extra 3 years covering parts only.

Corrosion Damage

The product must be installed in a suitable location (refer to <http://hunterpacific.com.au/choose.php> for guidance) or warranty against corrosion may be refused. Rust or corrosion must be reported to the company within 90 days of installation to be covered under warranty.

The finish applied to ceiling fans and light fittings is intended to protect the base materials for as long as practically possible. The finish can wear off or be affected by moisture and contamination (air borne oil particles, salt/pool spray, dirt, acids, bird and insect droppings, etc) causing it to break down or become discoloured.

Regular cleaning of all surfaces using a cloth dampened with water and mild detergent is the most effective way to prolong the life of the factory finish. Increased maintenance will be required when fans/lights are installed in rooms near or adjacent

to areas with pools, spas, cooking fumes, bathroom steam, hairspray, heavy dampness or other contaminants.

Rooms with poorly ventilated pitched ceilings will trap moisture and corrode steel based fans. Metal cools faster than most other room surfaces so condensation forms on metal parts of the fan and accelerates deterioration. Often a fan is the only significant metallic object in a room and significant condensation can occur. This is not a defect with the product but a lack of room ventilation or poor building design.

Stainless Steel

316 stainless steel fans have major exterior components made from 316 grade stainless steel. Minor parts may not be 316 grade for engineering purposes (strength and workability). Interior components (such as motors) cannot use stainless steel. Stainless steel must be cleaned or it will discolour and rust. Stainless steel is more resistant to corrosion than ordinary steel but will suffer damage from salt and other chloride contamination. Stainless steel fans are not weather proof and certainly not maintenance free.

Never clean stainless steel with anything that has been used on ordinary steel or iron. Minute particles of plain iron or steel will become embedded in the grain of the stainless steel and rust, causing discolouration or other marks.

A stainless steel fan will require less maintenance over its lifespan than plated or painted steel but there is no warranty regarding corrosion performance on stainless steel products. If corrosion or rust appears on 316 grade stainless steel it is entirely due to the environment it is located within and not a defect in the materials.

Stainless Steel Screws

It is imperative stainless steel blade screws are never tightened using electric screwdrivers or drills. The torque from these tools can cause fractures under the screw head from over-torque (even when set to low levels).

316 Stainless Steel can be affected by crevice corrosion. This is a situation in which tiny crevices or cracks can introduce destructive corrosion. When combined with chlorides (such as salt) this can cause the screws to break if there is insufficient oxygen in the joint to allow protective oxide films to form.

Stainless steel fans **MUST** have the blades removed periodically to inspect the screws, washers and mating surfaces for crevice corrosion. Any contamination must be removed and the screws replaced if necessary.

DO NOT install stainless steel fans in inaccessible or difficult to access locations under the belief they will not require maintenance.

Variations in Fan Speed and Airflow

The speed and airflow from ceiling fans depends on many factors. The room size and shape, the ceiling type, shape and materials, the furnishings and flooring all influence how freely air can circulate.

It is normal for ceiling fans of the same model and size to vary slightly in speed and airflow. Different parts of a room may cause variations in speed and airflow and this is not due to a defect in the fan. Unless a fan is running substantially slower than it was when first installed it is unlikely to be defective. Service calls related to fan speed or variations in speed between fans will incur a service call fee.

Movement (wobbling)

Ceiling fans are rotating machines and it is normal for slight movement to occur. Please refer to *Damage, Wear and Tear* for information regarding wear from excessive movement caused by wind.

The suspension system is designed to move and absorb the normal forces imposed on it by the fan motor and blades. When a fan is first installed the amount of movement measured in the centre of the motor should not exceed 10mm when the fan is hung from the included (standard length) down rod.

If movement exceeds 10 mm then the blades should be removed and rearranged so blades of the same weight (or closest thereto) are placed opposite each other.

Once correctly installed the fan motor itself cannot develop a fault that causes it to start wobbling. Fans that start normally and then develop a wobble after running for a while usually do this because of air currents created in the room by the fan itself. Replacing an old or weak fan with a higher performing one may create air currents where none existed before.

The most common causes of wobbling are outlined below:

Extended Down Rods

When extended down rods are used movement will increase. The longer the rod used the greater the movement and the more susceptible the fan will be to air currents and environmental factors. A fan installed with a 1200mm down rod may wobble several centimetres. A service call fee will be charged if the amount of wobble is deemed normal for the length of down rod used.

Extension rods must be drilled precisely to accommodate the suspension hardware at the time of installation. Holes that have been drilled off-centre will cause the fan to wobble and this is not covered by warranty. A service call fee will be charged if an incorrectly drilled down rod causes the fan to wobble.

Bracket Screws

Mounting bracket screws are provided with every fan. These screws are of the correct size and type for a wide variety of ceilings. The screws with a hexagonal head are similar to self-drilling roofing screws. Please note hardwood rafters must be pre-drilled or the screws may break from excessive torque being applied.

Never use counter-sunk screws to hold the bracket against the ceiling. The bracket will move under the screws no matter how tight they are. The fan will wobble and further tightening may even cause the bracket to break due to the countersunk screws wedging open the elongated mounting holes.

Wobbling due to the use of the wrong screws, loose screws, broken screws, loose ceilings, flexure of rafters or other installation related problems are not defects with the fan itself. A service call fee will apply to rectify these problems.

Environmental and Structural Airflow

Air moving past a fan will cause it to wobble. At a minimum protection from wind and the elements is required from all possible directions (including above and below).

Wind will accelerate when rounding a corner, window or doorway and cause a ceiling fan to move in unpredictable ways. The shape of a room and its ceiling will also influence the amount of movement, both due to environmental flows and due to air currents set up in the room by the fan itself.

Air conditioning and other vents in ceilings or walls may cause the fan to move due to conflicting patterns of air circulation.

Wobbling or movement caused by any of these factors is not a defect in the product and a service call fee will apply.

Bent Blades

Bent blades will cause the fan to wobble. The most common cause of bent blades is assembling the fan on the floor and then propping it up on the blades. The blades are not meant to support the weight of the fan and may deform slightly. Only place the fan flat on a surface without weight on the blades.

Bent blades can be diagnosed by either of the following:

- (a) Place the fan flat on a flat table so it is supported to sit level (it must be level). Measure the distance between each blade tip and the table surface and write them down. The distances should be within 10mm of one another.
- (b) With the fan suspended from the ceiling measure the distance between one blade tip and ceiling using a spirit level to keep the ruler vertical at all times. Write down the value then rotate the motor until the next blade comes around and measure again. Repeat for each blade being careful not to move the motor from side to side or you will have to start again. The distances should be within 10mm of one another.

It is very rare that a blade will be bent during manufacture. If it is discovered a blade is bent after unpacking the fan or during installation then please contact the national warranty service line as soon as possible. In-home warranty does not cover labour for blade replacement – a set of replacement blades will be sent direct to the address where the fan is installed, the removal and fitting is not covered under warranty

Noise

All ceiling fans will make noise when air is drawn through the blades with higher speeds creating more noise. Small fans running at high speed will be noisier than larger fans running at lower speeds. The amount of 'air noise' also depends on room and ceiling shape. A fan is not defective for making noise caused by air movement.

Knocking, ticking or clunking noises are usually caused by movement. Loose grub screws or canopy screws may cause unusual noises that are often intermittent. Buzzing/humming caused by ripple control signals sent over the power grid is not a defect in the product and can be reduced by purchasing filters for each fan. The supply and installation of ripple control signal filters is not covered under warranty.

To diagnose noises, remove the blades and run the motor on low speed. If the motor is quiet and the noise stops then the blades may need to be re-positioned and/or the installation checked (see *Movement* above). Please note, a low hum from the motor is normal. Noises of this type are not covered by warranty.

Blades

All Hunter Pacific fan blades are weighed and graded prior to packing and will be within 5g of one another for any particular fan. Never mix blades from one fan with those of another. Mixing blades may result in blades being more than 5g different in weight and this will make the fan wobble. A service call fee will be charged to sort blades that have been mixed up.

Should new blades be required for any reason the removal and fitting of them is not covered under warranty.

Access to Fans

The place a fan is installed must be chosen carefully. Building design and environmental factors affect its performance, maintenance, longevity and serviceability. In some instances fans, lights and remote controls are installed in places where it is not practical to maintain or service them.

Products that are not likely to be maintained or which are dangerous or impractical to access may be excluded from part or all of on-site warranty coverage and this must be taken into consideration when deciding where to locate them.

If special access equipment is required to service a ceiling fan, remote control or light fitting then the cost of providing this equipment and personnel authorised to operate it is borne solely by the building owner or occupier.

In-home warranty will cover access to fans, lights and remote controls suspended from ordinary ceilings where a service person does not require a ladder greater than 2 metres in height. Around Australia OH&S legislative requirements dictate special measures and protective equipment be used when persons are required to work more than 2m above floor level or where a fall or similar hazard exists.

Hunter Pacific International and its service agents reserve the right to refuse service to products which they deem unsafe to access or where it is not practical for them to do so. In these circumstances the product is still covered by warranty against defects but it will have to be removed and reinstalled at the owner's or occupier's expense by persons trained and equipped to deal with the access requirements.

Geographic Locations Covered

All capital cities and major regional centres have Hunter Pacific International appointed service agents and these agents will perform in-home warranty work under the direction of Hunter Pacific International.

When a product is installed outside the above areas Hunter Pacific International will either appoint a service agent to perform the work or agree to pay a customer appointed service person a standard fee or reimburse the owner/occupier that fee.

This standard fee is based on a nationally averaged charge for performing this type of work and determined in accordance with the principles of the Australian Consumer Law 2010.

Where a service agent has to travel further than 25 kms to perform in-home warranty a travelling charge may apply and this must be paid directly to the agent by the owner/occupier.

The company makes no representation regarding the suitability or reliability of the product or use in remote, difficult or distant locations. The decision where to install the product is entirely the owners responsibility and if in doubt the coverage of the company's service agents can be checked by calling 1300 360 280 prior to purchase.