

## Warranty Statement

GAF Control (Sales) Pty Ltd provides a **12-MONTH WARRANTY** for products purchased within Australia.

Please refer to the terms and conditions of the warranty as stated below.

The benefits of this warranty are provided in addition to other rights and remedies you may have under a law in relation to the goods and services to which this warranty relates. 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 for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

**Before making a claim under warranty, please refer to your user/installation manual to ensure that you have followed correct operating procedures of your product, and refer to the trouble shooting section to assist solving any problems you may have.**

This information can also be found at our website [www.gafcontrol.com.au](http://www.gafcontrol.com.au)

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### \*Terms and Conditions:

- **The warranty period begins from the day of purchase.**
- **Your proof of purchase MUST be produced before free service or a replacement will be provided.**
- **Where the Product is replaced pursuant to this Warranty, the replacement Product will be subject to the warranty terms and warranty commencement date of the original product.**
- **This warranty is only valid if the product is operated and maintained in accordance with the manufacturer's instructions.**
- **The appliance must not be modified or changed in any way.**
- **Fans and fixed wiring products must only be installed by persons who are appropriately licensed by the applicable state regulatory body. Therefore to protect our repair personnel, on-site warranty will not be accepted if products have been installed by unlicensed persons.**
- **Small Appliances (including Bar Fridges up to 120 Litres) will be subject to a replacement if the product is found to be faulty within 12 months of purchase and proof of purchase can be provided at the place of purchase. Large Appliances will be subject to In-Home Warranty upon provision of proof of purchase.**
- **Hard-wired Products (such as ceiling fans) will be subject to 12-months In-Home Warranty only when installed by a qualified trades person and the qualified installers details are provided to GAF Control upon request.**

### \*Warranty Exclusions:

A claim may be refused if the defective claim has arisen for reasons other than a manufacturer's fault or defective parts or workmanship. Circumstances in which a warranty claim may be declined include, but are not limited to the following:

- **Normal wear and tear;**
- **Misuse or abuse, including failure to properly maintain or service;**
- **Damages caused by improper or incorrect installation, force-majeure, electrical surges, lightning, power grid fluctuations, water or by connection to alternative power supply sources (such as solar inverters etc), are not eligible for warranty repair;**
- **Insect or vermin infestation;**
- **Failure to clean or improper cleaning and/or operation of the product;**
- **If the product is modified without authorisation from GAF Control (Sales) Pty Ltd in writing;**
- **If you are unable to supply a certificate of compliance for installation of any type as required by State & Territory Laws**

Under these circumstances, if the goods are found to be free of defects or any of the above, the customer will be responsible for payment to the service agent.

Other warranty exclusions include but are not limited to:

- **Special access equipment such as scaffolding, scissor lifts or cherry pickers, etc. The need for such equipment must be stated when booking a service call and will be charged to the customer on site by the attending service agent.**

- **Damage to property including furniture, carpets, walls, ceilings or any other event either directly or indirectly are excluded from warranty;**
- **This product is only covered under warranty for a period of 90 days when used in a commercial application**
- **Any losses or expenses incurred by you in relation to the product or making a claim under this warranty including without limitation any costs associated with installation, reinstallation or transporting the product;**
- **Light globes, remote controls, batteries, filters or similar perishables parts are not covered under this warranty**

**\*Important Information:**

Please note that all ceiling fans, and some other appliances, will make some audible noise. Signals sent through the power grid by the electricity supplier for off peak hot water, street lights and other signals, may cause an intermittent humming noise in your electrical appliances. These noises do not occur as a manufacturers fault and are not covered under warranty. Light fittings may accentuate noises and vibrations and can often be traced back to loose fitting glass or other components.

Before making a claim, please ensure that you have read through this document and taken all necessary steps to ensure that you have complied with and understand the points above.

Product fitness for purpose and overall design/sizing is solely the responsibility of the dealer / installer and, to the extent permitted by law, GAF Control (Sales) Pty Ltd takes no responsibility for, and this warranty does not cover, any loss that is suffered by you as a result directly or indirectly purchasing a product that is not fit for the purpose you intended or is in any other way inadequate for this purpose.

GAF Control (Sales) Pty Ltd does not cover travelling costs incurred by their service agents where service is requested by the purchaser 25km outside of the service network and a fee may be charged to attend your home.

**\*Making a Claim:**

- When calling to make a claim for warranty, please ensure that you have the following information on hand:
  1. Model Number of product
  2. Date and place of purchase
  3. The nature of the fault

4. Installers license number and phone number (where necessary)
5. Your name, contact address, email, telephone and fax numbers

**ADDRESS: 441 Kororoit Creek Road  
Altona Victoria 3018**

**PHONE: (03) 8368 1800**

**EMAIL: [gaf@gafcontrol.com.au](mailto:gaf@gafcontrol.com.au)**

**FOR SERVICE PLEASE CALL: 1300 767 041**

**FOR SPARE PARTS PLEASE CALL: 1300 659 489**

BRAND: \_\_\_\_\_

PRODUCT: \_\_\_\_\_

MODEL NUMBER: \_\_\_\_\_

DATE CODE: \_\_\_\_\_

DATE OF PURCHASE: \_\_\_\_\_

PLACE OF PURCHASE: \_\_\_\_\_

**FOR PRODUCTS REQUIRING INSTALLATION:**

NAME OF INSTALLER: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

LICENSE NUMBER: \_\_\_\_\_

DATE OF INSTALLATION: \_\_\_\_\_