

Timber Fans

WARRANTY/GUARANTEE APPLICABLE TO PURCHASERS IN SOUTH AFRICA

These warranty conditions apply to all fans/fan ranges sold by Timber Fans (Pty) Ltd and/or its authorised Re-sellers.

5 YEAR GUARANTEE ON:

Fan motor, timber hub and blades, metal parts and all components excluding Speed controller (Wall-mount or handheld device together with the receiver module).

2 YEAR GUARANTEE ON:

Speed controller (Wall-mount and/or handheld device and its receiver module)

TERMS & CONDITIONS

The Warranty/guarantee applies to purchase and use of Timber Fans products in South Africa only. For international warranty conditions, please apply to the company directly. The guarantee will be valid against manufacturing defects for the abovementioned periods from the date of purchase subject to the following:

1. The fan is installed by a qualified electrician or technician.
2. The fan is maintained properly, and the damage is not due to improper installation, negligence, mishandling, voltage fluctuation, accident, attempted repair, etc.
3. The serial numbers on the fan are not missing, deleted, altered, or the fan found tampered with by any unauthorised person.
4. The defective parts are returned to our head office along with a copy of the original invoice.

NOT COVERED BY GUARANTEE

1. Improper installation
2. Damaged/ burnt motor/fan blades / timber hub /due to water seepage from the ceiling
3. Malfunctioning motor / fan blades / timber hub / speed control resulting from lightning, fire, water, theft or improper voltage
4. Changes in the finish, including rust, pitting, corrosion, tarnishing or peeling occasioned by prolonged exposure to extreme weather environments.
5. Speed control other than that approved by TIMBER FANS being used.

REPLACEMENT PROCEDURE

Defective part(s) to be sent to TIMBER FANS head office to be examined for cause of failure. A credit will be passed if it is established that the component failed because of a manufacturing defect or mechanical failure.

Please Note: A certain minimal amount of wobble and noise (not exceeding 48 dBa sound pressure level) is inevitable with any fan and should not be considered a problem or a defect.