

WARRANTY INFORMATION

AERATRON

AERATRON Warranty – USA

This warranty covers the Aeratron AE2 and AE3 series ceiling fans and accessories sold in the United States by Aeratron and its Authorized Distributors beginning May 1, 2015. It covers the motor and other components of your Aeratron ceiling fan against defects in workmanship and materials. You must be the original purchaser of the Aeratron product to be covered.

What is the Warranty Period?

Aeratron products purchased new are covered by a 3-year parts warranty and a 30-year motor warranty effective from the date of purchase (proof will be required at time of claim). Aeratron will cover the cost of labor to repair the defect at Aeratron's preferred location of service or its own service facility.

How do I make a Warranty Claim?

If you feel that your product was damaged in transit, faulty, or incomplete, DO NOT attempt to install it. Please contact us within 48 hours of receipt by visiting our website at www.aeratronfans.com and complete the Technical Support form or email us at info@aeratronfans.com, and one of our engineers will respond to your claim. If your claim is related to damage incurred during original shipping, you may be required to photograph the packaging prior to unpacking.

If you are experiencing a technical issue with your fan stop using the fan and contact us immediately. Our engineers will attempt to resolve the issue with your fan without returning it, if possible. If the issue cannot be resolved remotely, we will inspect, test, repair or replace components, accessories or the entire product. We will ship repaired or replaced products and parts to you at no cost.

What am I responsible for in an Aeratron Warranty claim?

The customer is responsible for the removal of the fan and all re-packing, shipping, and insurance costs to return the fan to Aeratron. The original sales receipt or invoice including the model, location, and date of purchase must be included. The customer is also responsible for the re-assembly of parts or re-installation of a replacement fan.

Following the judgment of a valid warranty claim, Aeratron will at its own cost, and at its own discretion:

1. Repair or replace any defective component, assembly, or entire product
2. Refund your purchase price minus the cost to remove and ship the product to us for the claim
3. Return any repaired or replaced product or accessory at its own cost

The following are NOT covered by the Warranty:

1. Any accidental or incidental damage incurred after delivery that is not caused by a fault in the product, materials, or workmanship
2. Electrical damage from lightning, power surges, or alternative power systems
3. Damage due to improper installation
4. Repairs or service unauthorized by Aeratron
5. Claims for damage to personal property either directly or indirectly resulting from a faulty ceiling fan
6. Aeratron fans not purchased and installed in the United States
7. Repair, hacks, modifications of the product's power supply and or control systems
8. Water damage of any kind
9. Claims for damage to furniture, carpet, walls, ceilings, foundations or any other consequential loss

Please note, when claiming warranty you will be required to provide the following information:

- Original purchase receipt
- Date of purchase
- Place of purchase
- Model and color of the fan
- Photographic evidence of damage (if applicable)