

HAIKU® INDOOR CEILING FAN WARRANTY

The Warranty Period commences on the date the Product is installed, or 15 days after shipment. In residential applications, the Warranty Period for the motor is for its lifetime. In non-residential applications, the Warranty Period for the motor is two years. For other components and accessories, the Warranty Period is one year unless otherwise noted below. ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, MADE WITH RESPECT TO THIS PRODUCT OR ANY OF ITS COMPONENTS AND ACCESSORIES IS DISCLAIMED AND REPLACED BY THE TERMS OF THIS WARRANTY.

	Residential	Non-Residential
Motor	Lifetime of motor	2 year (parts)
All Other Components ¹	3 years (parts)	1 year (parts)

1. The warranty for the motor controller and LED light on Haiku L is limited to five (5) years. Haiku L includes Contract Fan models.

WHAT IS COVERED?

This Warranty is provided by Big Ass Fans of 2348 Innovation Drive, Lexington, KY, USA, and covers the motor and other components of your Haiku ceiling fan against all defects in workmanship and materials. You must be the original purchaser or user of the Product to be covered. This warranty only applies to Haiku Indoor Ceiling Fans, and is limited solely to products purchased directly from Big Ass Fans or from one of its authorized dealers. This warranty is only valid within Australia, Singapore and Malaysia. No other written or oral warranties apply, and no employee, agent, dealer, or other person is authorized to give any warranties on behalf of Big Ass Fans. Under no circumstances will warranty coverage extend to products purchased through eBay, Craigslist, or other internet auction or internet-based retail sites. Warranty coverage applies to new units only and does not pertain to factory re-certified units.

WHAT WILL WE DO?

During the Warranty Period, Big Ass Fans will, at its option and cost:

- Repair or replace the affected component(s) of any defective motor, component, or accessory at the nearest Big Ass Fans Service Center for defects arriving during the Warranty Period;
- Repair or replace the defective product; or
- Refund the price you paid for the product upon return of the product to the nearest Big Ass Fans Service Center, shipping and insurance prepaid by you.

BIG ASS FANS WILL SHIP THE REPAIRED PRODUCT OR REPLACEMENT TO YOU AT NO CHARGE; HOWEVER, YOU ARE RESPONSIBLE FOR ALL COSTS OF REMOVAL, REINSTALLATION, AND SHIPPING OF THE PRODUCT TO THE BIG ASS FANS SERVICE CENTER. IF A CERTIFIED ELECTRICIAN IS REQUIRED BY LAW TO HANG OR REPLACE THE FAN, BIG ASS FANS WILL REIMBURSE YOU A STANDARD FEE OF THE EQUIVALENT OF \$82.50 (INC. GST).

The foregoing constitutes your exclusive remedy and the limit of liability for Big Ass Fans, and for any and all losses in connection with this product.

WHAT STEPS ARE REQUIRED TO OBTAIN WARRANTY SERVICE?

YOU MUST HAVE PROOF OF PURCHASE OF THE CEILING FAN TO OBTAIN LIMITED WARRANTY SERVICE. KEEP YOUR RECEIPT OR OTHER PROOF OF PURCHASE. Contact the Haiku Technical Support Department as soon as possible after the issue is discovered by:

- Visiting the Big Ass Fans website and submitting a technical support form; or
- Calling the Technical Support phone number listed for your region.

If the Big Ass Fans Technical Service Representative determines that the warranty claim may be valid, he or she will advise you if the product or defective part must be returned to Big Ass Fans at the address set out above, or to such other address that the Technical Service Representative advises.

If the Big Ass Fans Technical Service Representative determines that the warranty claim may be valid and that a replacement part is required, he or she will process the claim. You will be responsible for shipping the product and all insurance, freight, or other transportation charges to the relevant Big Ass Fans Service Center. Your product should be properly packed to avoid damage in transit since Big Ass Fans will not be responsible for such damage.

Big Ass Fans will ship the repaired product or replacement to you at no charge; however, you are responsible for the cost of removal and reinstallation. Big Ass Fans reserves the right to use refurbished components in the repair of your fan.

WHAT IS NOT COVERED?

This warranty does not cover any defects, malfunctions, or failures caused by:

- Repairs by persons not authorized by Big Ass Fans;
- Use of parts and accessories not authorized by Big Ass Fans;
- Mishandling, improper installation, modifications, or damage to your ceiling fan while in your possession;
- Rust, malfunction, or damage due to exposure to or installation in salt air, wet, or outdoor environments;
- Unreasonable use, misuse, abuse, including failing to do reasonable and necessary maintenance, and normal wear and tear. Big Ass Fans recommends examining the ceiling fan suspension system at least once every two years.

Additionally, this warranty and any implied warranty or merchantability of fitness for a particular purpose is voided when:



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2348 Innovation Drive
Lexington, KY 40511, USA
855-694-2458
+1 859-233-1271
bigassfans.com

CANADA
6300 Northwest Dr, Unit 3
Mississauga, ON
L4V 1J7, Canada
844-924-4277
bigassfans.com

AUSTRALIA
35 French St
Eagle Farm, Brisbane
QLD 4009
1300 244 277
bigassfans.com/au

SINGAPORE
18 Tampines Industrial Crescent
#06-07
Singapore 528 605
65 6709 8500
bigassfans.com/sg

MALAYSIA
No 4, Jalan Jururancang UI/21A
Hicom Glenmarie Industrial Park
40150 Shah Alam, Selangor, Malaysia
603 5565 0888
bigassfans.com/sg

- a. The original purchaser or user ceases to own the product; or
- b. The fan is moved from its original point of installation.

REPAIR, REPLACEMENT, OR A REFUND ARE THE EXCLUSIVE REMEDIES AVAILABLE UNDER THIS WARRANTY AND BIG ASS FANS IS NOT RESPONSIBLE FOR DAMAGES OF ANY KIND, INCLUDING INCIDENTAL AND CONSEQUENTIAL DAMAGES. Incidental damages include but are not limited to such damages as loss of time and loss of use. Consequential damages include but are not limited to the cost of repairing or replacing other property which was damaged if this product does not work properly.

ADDITIONAL RIGHTS

The benefits given to you under this warranty are in addition to and do not affect any other rights or remedies that you have under any law which relates to this product.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, AND OF ALL OTHER OBLIGATIONS AND LIABILITIES ON BIG ASS FANS' PART, AND BIG ASS FANS NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF THE PRODUCTS. NO OTHER WARRANTY EXPRESSED OR IMPLIED, WHETHER OF FITNESS FOR A PARTICULAR PURPOSE OR OF MERCHANTABILITY OR OF ANY OTHER KIND, WHETHER OR NOT SIMILAR IN NATURE TO ANY PREVIOUSLY SPECIFIED, SHALL EXIST WITH RESPECT TO SUCH PRODUCTS, ALL SUCH WARRANTIES BEING HEREBY EXPRESSLY DISCLAIMED BY BIG ASS FANS AND WAIVED BY CUSTOMER. UNDER NO CIRCUMSTANCES SHALL BIG ASS FANS BE LIABLE FOR ANY LOSS, DAMAGE, COST OF REPAIR, OR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND IN CONNECTION WITH THE USE, SALE, OR REPAIR OF ANY PRODUCTS PURCHASED FROM BIG ASS FANS, UNLESS SUCH DAMAGES CANNOT BE EXCLUDED BY LAW. OUR GOODS COME WITH GUARANTEES THAT CANNOT BE EXCLUDED UNDER ANY LOCAL LAW OR THE AUSTRALIAN CONSUMER LAW. FOR INFORMATION, VISIT CONSUMERLAW.GOV.AU

Big Ass Fans reserves the right to change this warranty at any time without advance notice.



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