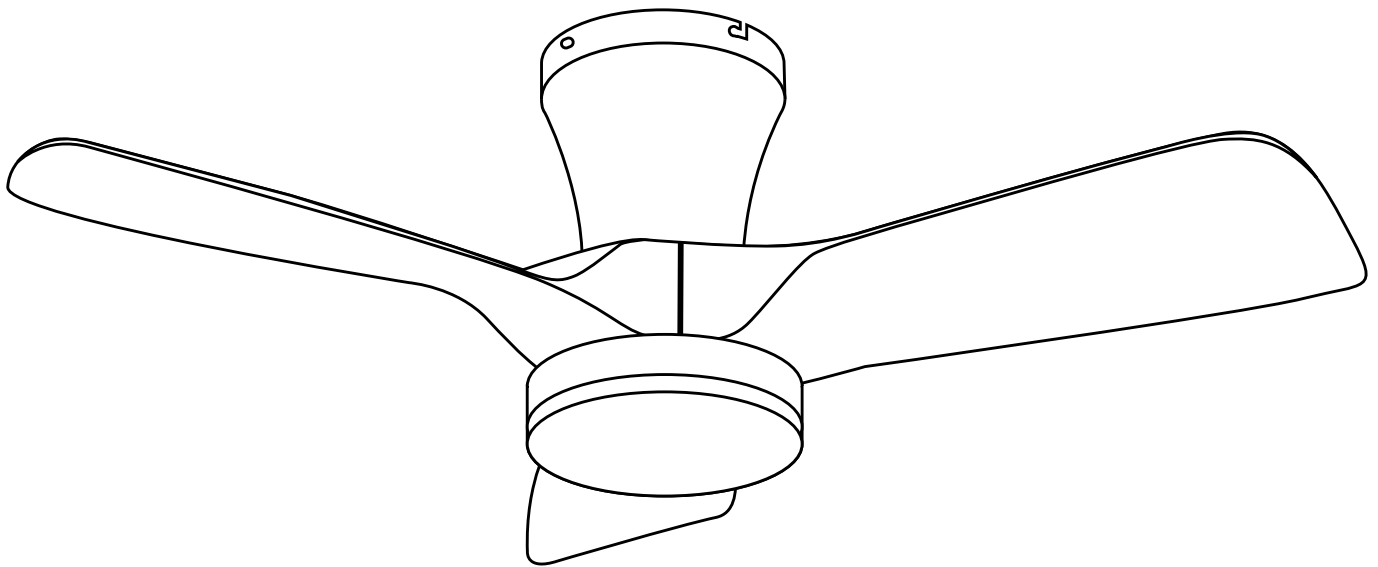




KIWI *Ceiling Fan*

With light

Instruction Manual and Warranty Form

ATTENTION TO INSTALLERS:

- This DC ceiling fan requires complete assembly and installation BEFORE testing for correct operation.
- Isolation switch and wall plate required for installation. These parts must be supplied by installing electrician.

Content

For your Safety	4
Care and maintenance	4
Specifications	5
Before Installation	5
Parts Identification	6
Installation	7
Selecting Location	7
Installing Mounting Bracket	8
Assembling & Installing Ceiling Fan	9
Wiring Connections	12
Remote Control Operation Guide	18
Trouble Shooting	20
Ripple Control	21
Warranty claim on installed products	22
In-Home Warranty	22
Warranty Transfer	23
Whats Not Covered	23
Warranty Conditions	25
How to make a Warranty Claim	25
Warranty Claim Form	26

For your Safety

1. Please read this manual carefully before attempting the assembly or installation of your new ceiling fan.
2. ALL electrical work, including installation of ceiling fan, MUST be carried out by a qualified and licensed electrical contractor.
3. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the safe use of the appliance, by a person responsible for their safety.
4. Do NOT allow children to play with this appliance, and supervise children around electrical devices at all times.
5. Before commencing any electrical work, ensure the power is disconnected and/or the mains switched off at the circuit box and ensure all pole isolation of the power supply.
6. Ensure that any fan being installed has an isolation switch in same room as fan. If multiple fans being installed in same room, an isolation switch is required for each ceiling fan.
7. The fixing point for your ceiling fan must be of sound construction, undamaged, and capable of supporting a load of 40Kg, or 5 times the weight of the fan plus the method of attachment, whichever is greater. Verifying the stability of the mounting structure is the sole responsibility of the consumer and qualified installer.
8. Care needs to be taken to ensure the installation location does not allow the fan blades to come into contact with any object or surface. There must be a minimum of 30cm clearance between the blade tip (end) and the nearest wall or object. Reduced clearances to walls or ceilings can also reduce the amount of air your fan can move.
9. The installation must also allow for a minimum clearance of 2.1m between the floor and the bottom of the blades.
10. Both the ceiling fan and the hanging bracket must be earthed.
11. The fan must be connected to a mains supply only. Fans connected to alternate power systems such as Solar, Wind, Battery or other alternative power methods, will not be covered under the terms of this warranty.
12. Use ONLY the Vencha controller supplied with your fan. Use of non-standard or solid-state dimmer type controllers can cause inferior performance, and permanently induce a humming noise in your fan motor which cannot be repaired, and which will not be covered under warranty.
13. This fan is designed for indoor and covered outdoor use. Covered outdoor areas must have a minimum of two walls.
14. Do not install fan in high humidity or flammable areas. Fan must be used in a dry area.
15. Do NOT use ceiling fans and gas appliances in the same room at the same time.
16. Do NOT insert any object into the fan blades whilst in operation, as this can cause damage to the fan, and personal injury.
17. All Vencha products are warranted to be free from defects in workmanship and materials provided the products are used with a voltage supply within the range the product is designed to operate.
18. Vencha will not be liable for any advice given to the consumer from any of our suppliers or third parties, related or otherwise.
19. Proper performance relies on the right fan being correctly installed in the optimum location. Fans that do not perform as expected and which are not faulty cannot be replaced or exchanged under warranty.
20. The important safeguards and instructions in this manual are not designed to cover every possible condition or circumstance. It is understood that common sense, caution and care are factors that cannot be built into the product, those using and maintaining this product must supply these factors.
21. **WARNING:** If unusual oscillating movement is observed, immediately stop using the ceiling fan and contact the manufacturer, its service agent or suitably qualified persons.
22. The replacement of parts of the safety suspension system device shall be performed by the manufacturer, its service agent or suitably qualified persons.
23. The mounting of the suspension system shall be performed by the manufacturer, its service agent or suitably qualified persons.

Care and Maintenance

All fans need to be maintained regularly to ensure optimal performance. Maintenance includes light cleaning regularly to insure against corrosion from salt, dust and moisture. Checking of all screws and tightening with a screw driver if any have come loose after operating.

It is recommended to clean with lint-free cloths to prevent any scratching of surfaces.

*Do not clean fan using harsh solvents containing erodible liquids such as gasoline or petroleum.

*Do not bend blades during installation, blades balancing or fan cleaning.

Specifications	
Model	Kiwi 32 Ceiling Fan
Fan size	32" (804mm)
Fan Weight	2.88kg
Voltage	220-240v
Motor Wattage	30w
LED Light Model	20w

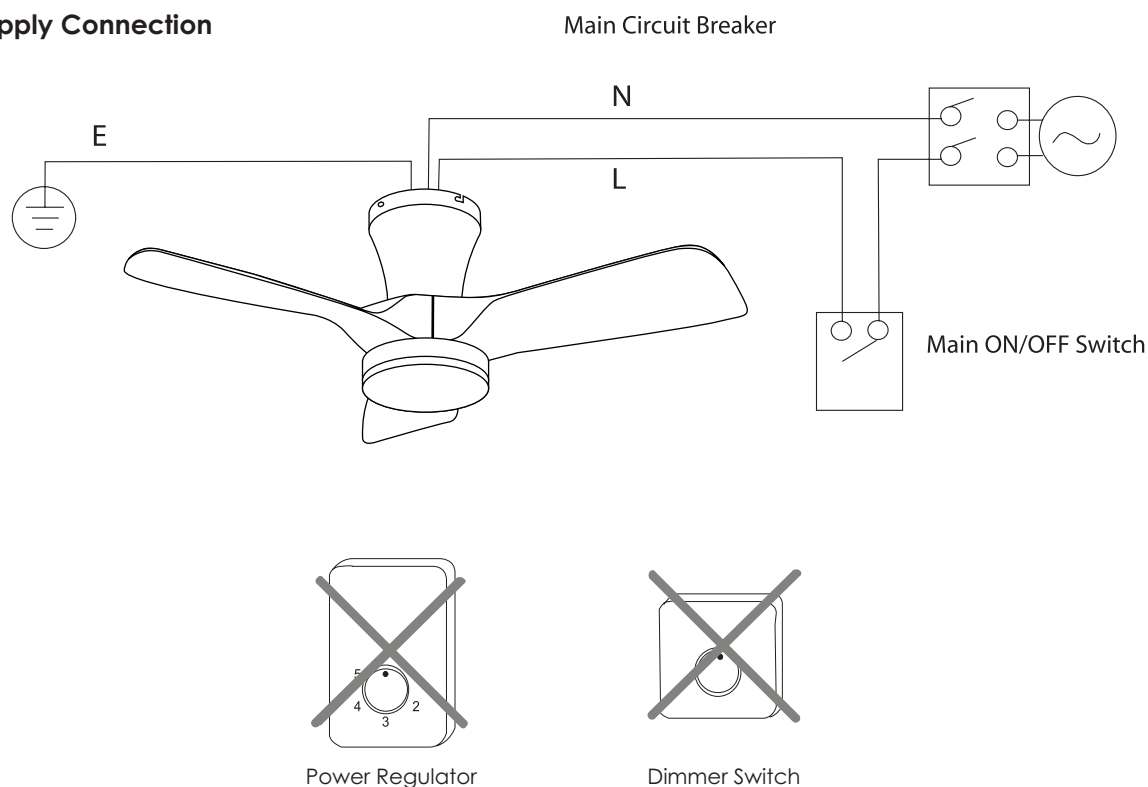
Before Installation + Parts Identification

1. Carefully unpack your fan on a soft surface to avoid damage to the fan finish.
2. Do not lay the motor housing on its side, as the decorative housings may become bent.
3. Check that all parts are present before commencing assembly. Refer to Parts List.
4. If any parts are missing, carefully check the packaging, polyfoam and plastic bags for items that cannot be located, contact Vencha for assistance before commencing assembly or installation.

Tools Required:

- Phillips head screwdriver
- Flat head screwdriver
- Pair of pliers
- Wire cutter
- Ladder
- Wiring supply cable as required by AS/NZS 3000 wiring rules.

Power Supply Connection



*Warning: Do Not use a dimmer or power regulator to control this fan.

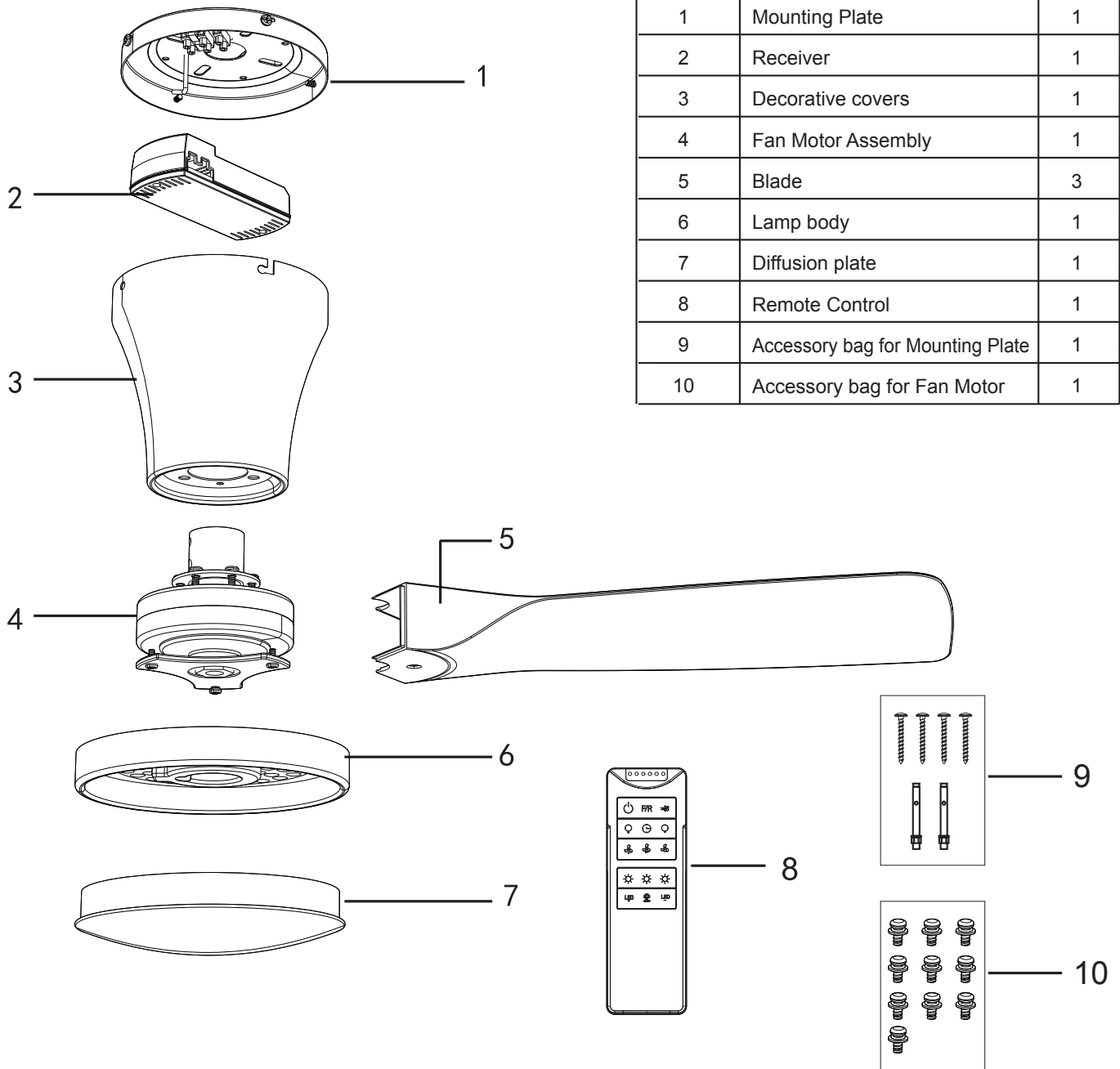
Mounting LED Light

ASSEMBLY DRAWING & PARTS LIST

Unpacking Your Fan

Unpack your fan and check the contents. Please check each item prior to installation. To reduce the chance of marks or possible damages, please remove the parts when required for installation.

Assembly Drawing



Parts List

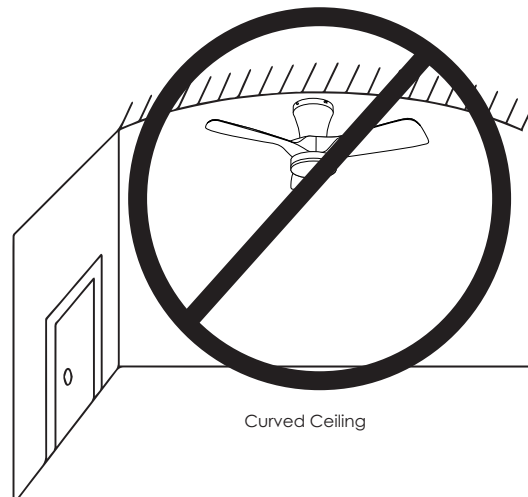
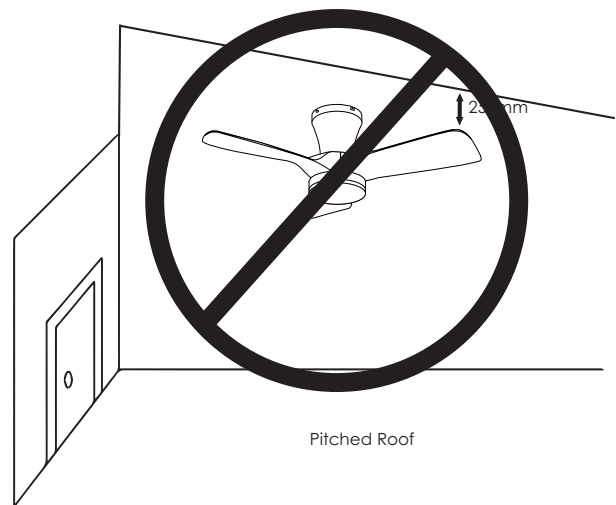
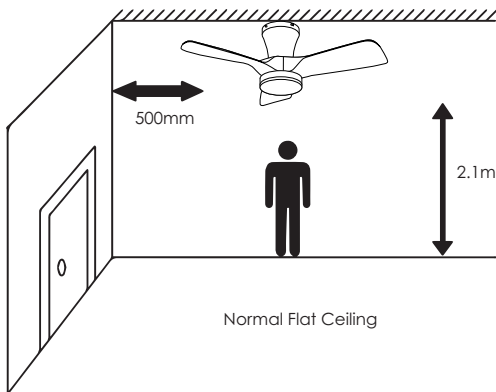
Ref.#	Description	QTY
1	Mounting Plate	1
2	Receiver	1
3	Decorative covers	1
4	Fan Motor Assembly	1
5	Blade	3
6	Lamp body	1
7	Diffusion plate	1
8	Remote Control	1
9	Accessory bag for Mounting Plate	1
10	Accessory bag for Fan Motor	1

Note: For the 8th, please refer to the remote control manual for the use of the remote control.

Installation

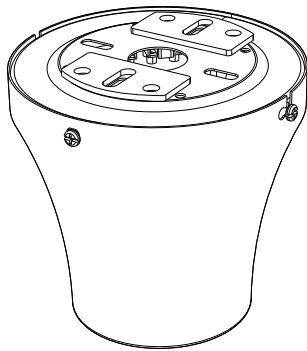
Selecting Location

1. The ceiling fan must be installed in a location so that the blades are a minimum 500mm spacing from the tip of the blade, to the nearest object or walls.
2. The ceiling fan must be installed in a location so that the blades are a minimum 2.1m above the floor.
3. Installing on Pitched Roofs: Ceiling fan is designed for installation on flat ceilings only. Fan cannot be installed on any pitched roof as it cannot be levelled correctly, causing inconsistent performance. Product is not warranted if installed on Pitched Roof.
4. The fixing point for your ceiling fan must be of sound construction, undamaged, and capable of supporting a load of 40Kg, or 5 times the weight of the fan plus the method of attachment, whichever is greater. If the location does not have a solid mounting point, you will need to install a timber support between two ceiling joists.
5. Fan is designed for indoor use or covered outdoor use, provided it is installed correctly. Outdoor installation locations must be adequately covered where fan is fully undercover with a minimum of two walls. This fan is not waterproof and must be installed in a location protected from water, wind, dust, and salt. Exposure to these elements will void the warranty. In some more tropical areas of Australia, it is suggested you increase the distance from the fan to the edge of the roof.
6. Ensure that any fan being installed has an isolation switch in same room as fan. If multiple fans being installed in same room, an isolation switch is required for each ceiling fan.

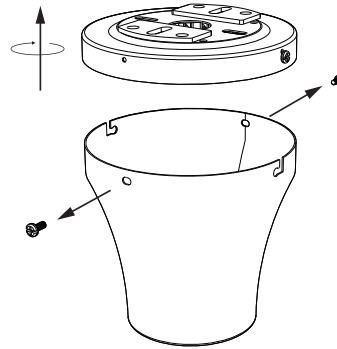


Installing Mounting Plate

1. Install the mounting plate to the ceiling joist or timber support with the long installation screws provided. Pass the screws through the slotted holes in the hanging bracket and secure to the ceiling.
2. Licensed electrical contractor may use different screws provided they are able to comply with requirements and support weight that is 5 times the weight of ceiling fan.
3. Ensure that at least 30mm of the screw is threaded into the ceiling joist or timber support.

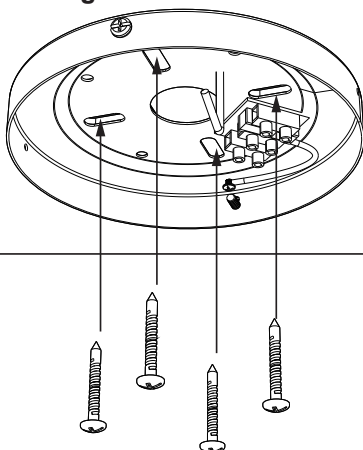


1-1. Take out the Mounting plate and Decorative covers



1-2. Loosen two screws and rotate to remove the Decorative covers

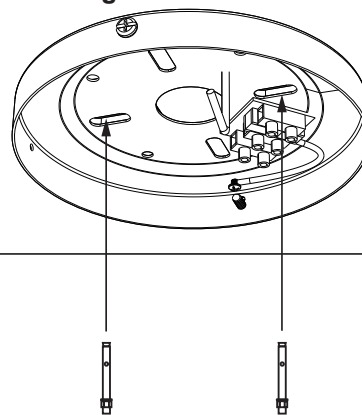
Wooden ceiling



2-1. If it is a wooden ceiling, 4 screws need to be installed to fix the Mounting plate to the ceiling

(Use the Accessory bag Ref.#9 for Mounting plate)

Concrete ceiling



2-1. If it is a concrete ceiling, 2 expansion screws need to be installed to fix the Decorative covers to the ceiling

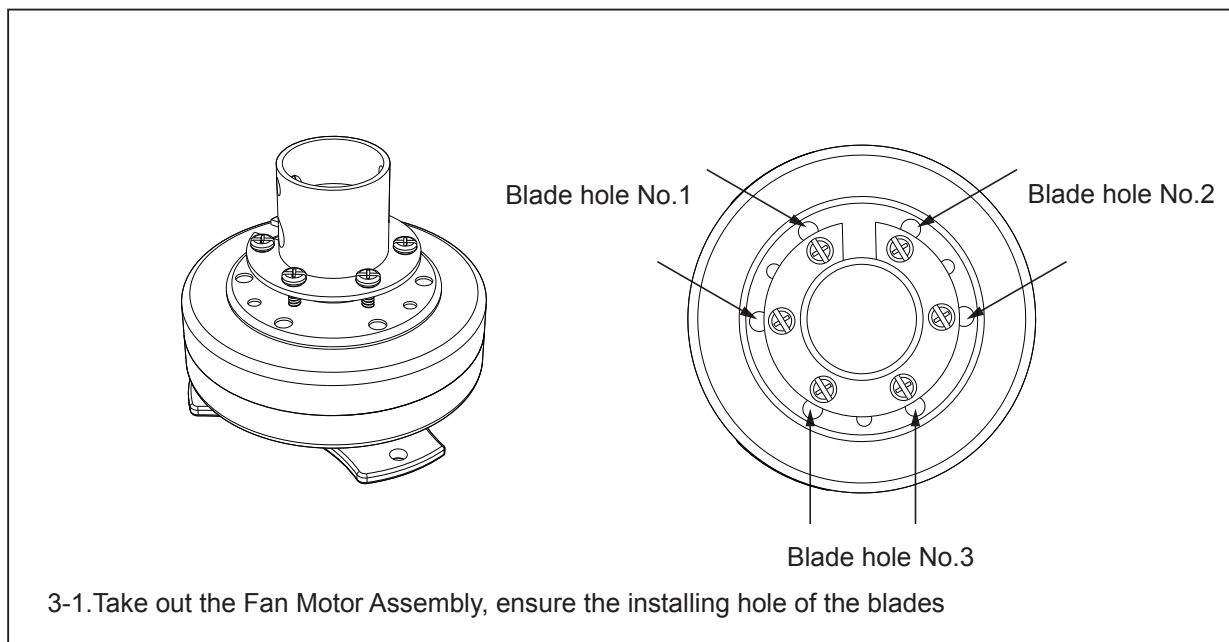
(Use the Accessory bag Ref.#9 for Mounting plate)

Assembling & Installing Ceiling Fan

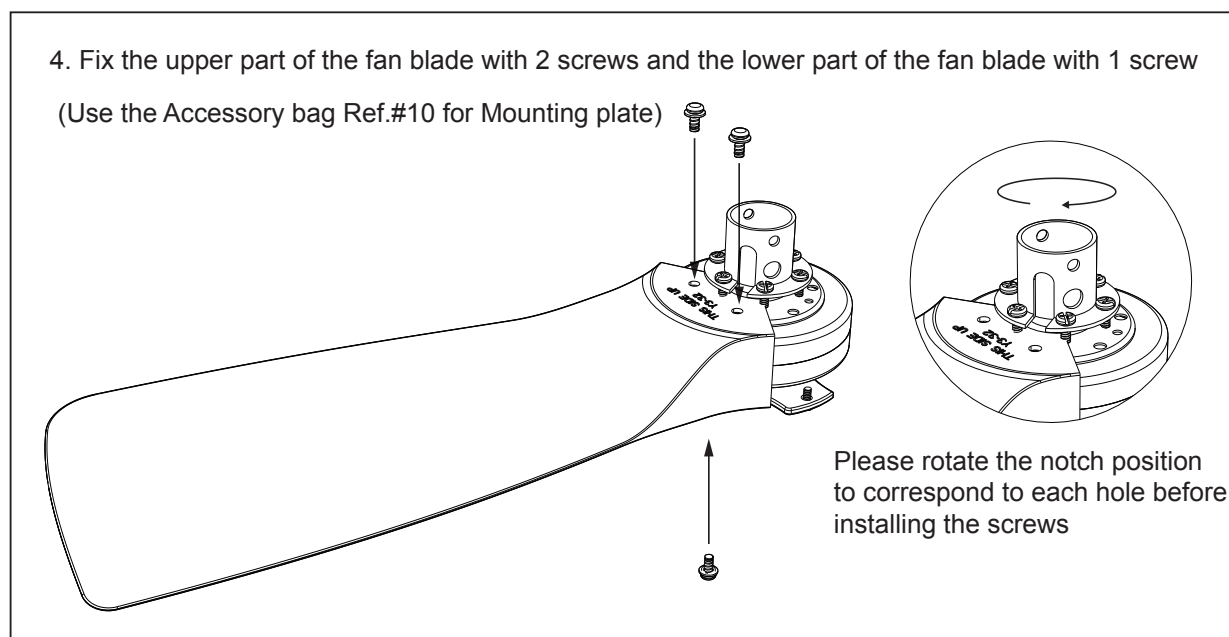
IMPORTANT: Check that the power is disconnected and/or the mains switched off at the circuit box to ensure all pole isolation of the power supply.

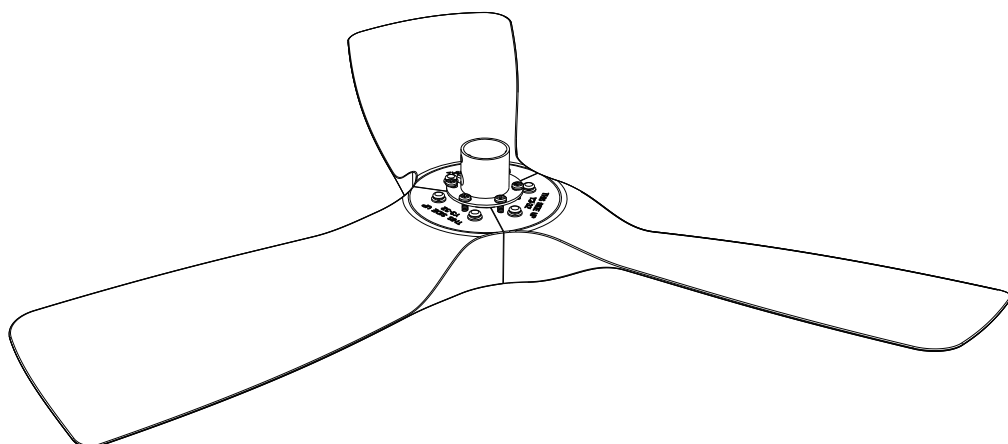
Installing Fan Blade

1. As shown in Figure, fan blades are to be installed on the outer ring of ceiling fan. Place fan blade over corresponding holes and place screws inside blade holes and tighten with screw driver. Repeat for following blades, three blades in total. Tighten all blades with screw driver, NO electric drill to be used during assembly.



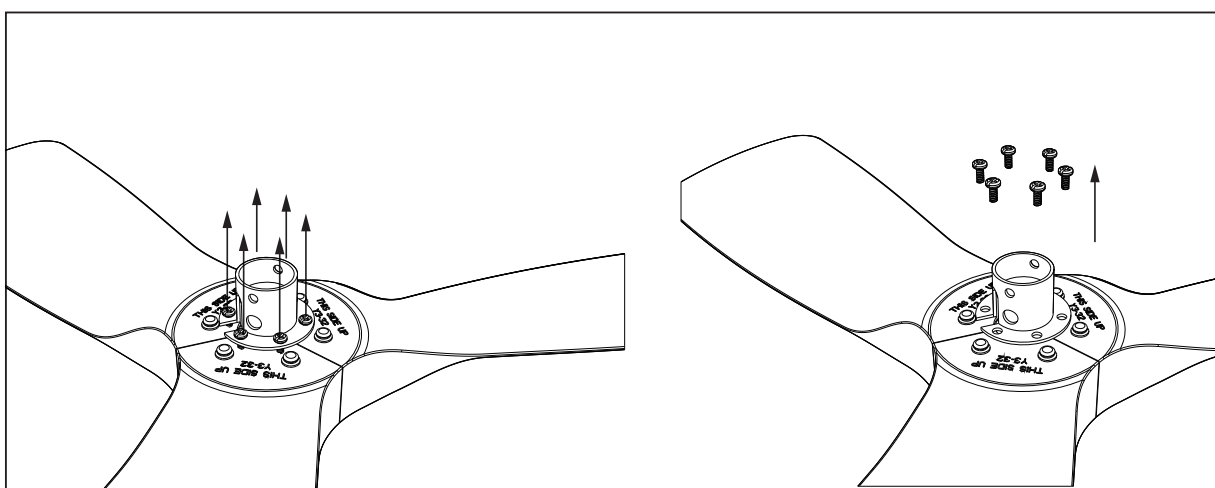
4. Fix the upper part of the fan blade with 2 screws and the lower part of the fan blade with 1 screw (Use the Accessory bag Ref.#10 for Mounting plate)





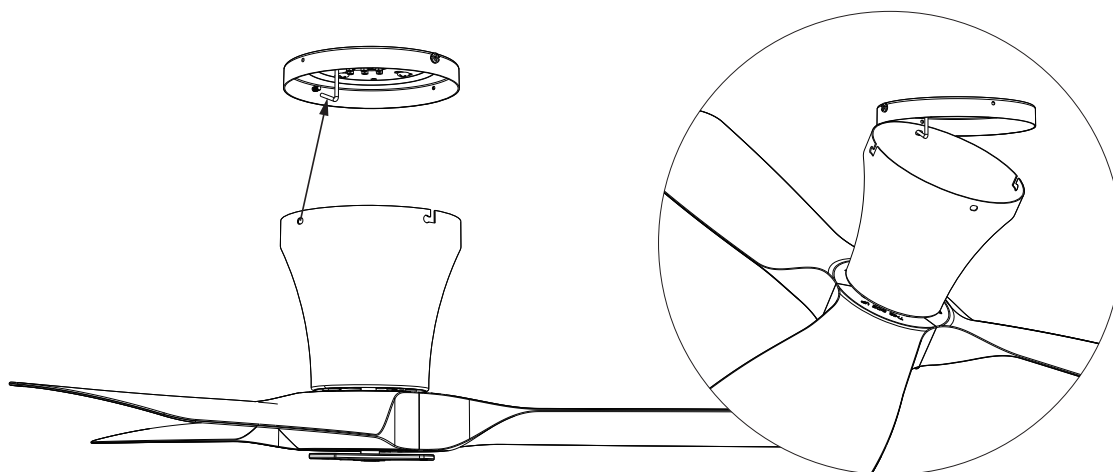
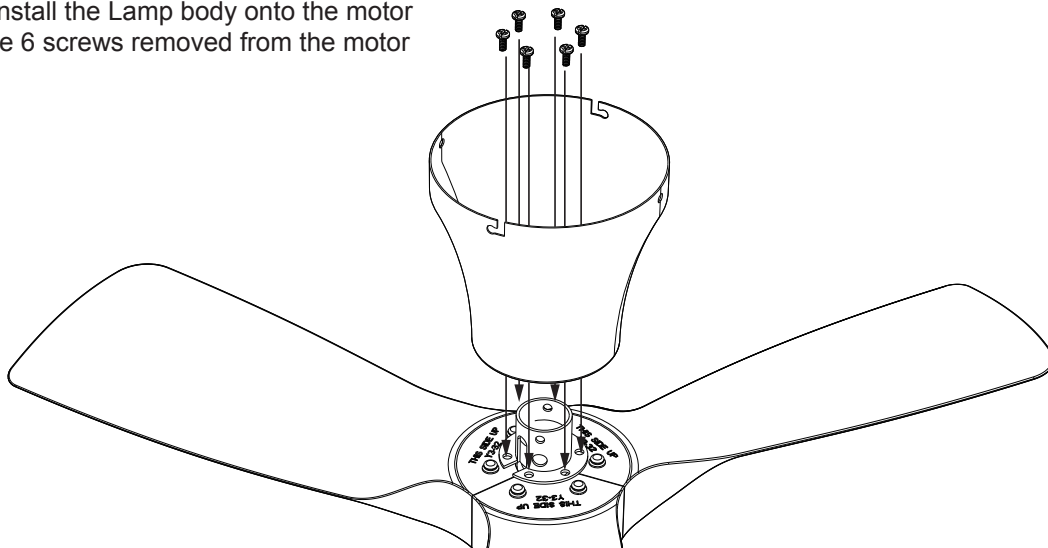
5. Complete the installation of 3 fan blades

Warning: Electric Drills can over tighten screws and damage thread causing inconsistent balance and rattling during operation. Blades damaged from the use of electric drills cannot be repaired and will not be covered under warranty



6. Use a screwdriver, remove the 6 screws on the Fan motor

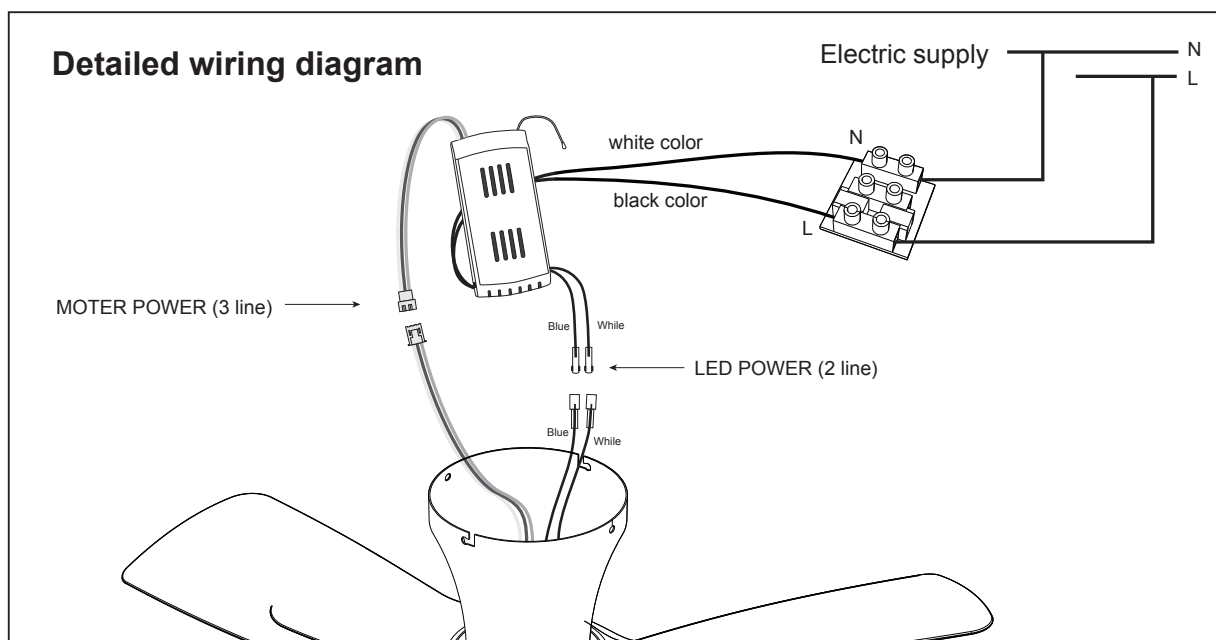
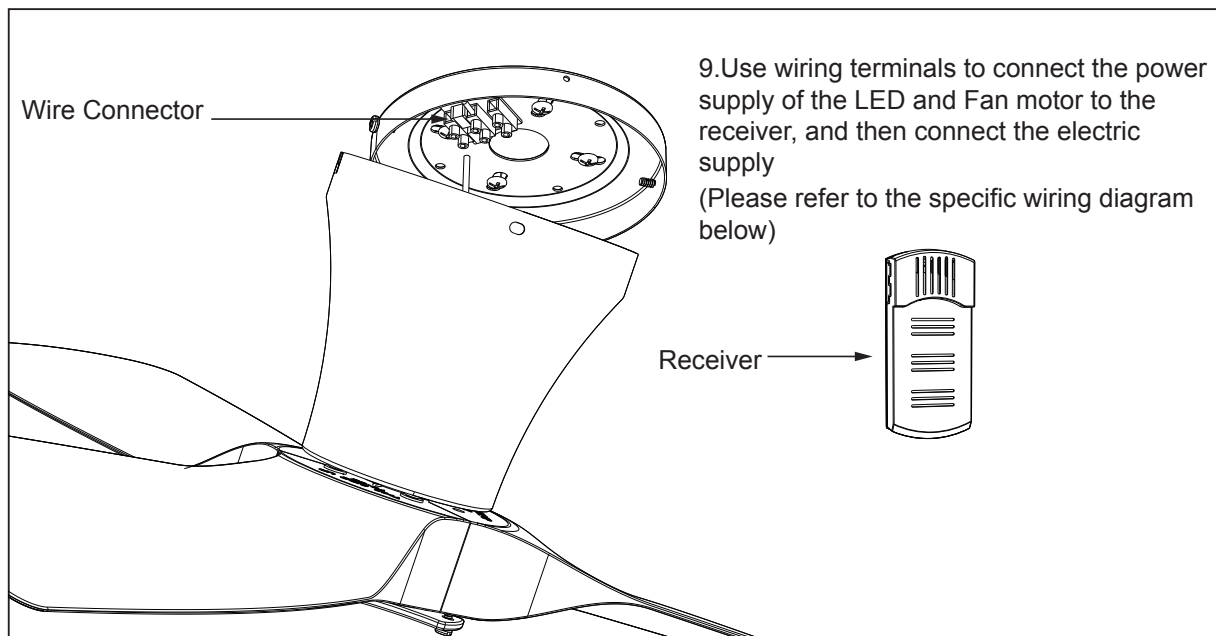
7. Install the Lamp body onto the motor
Use 6 screws removed from the motor



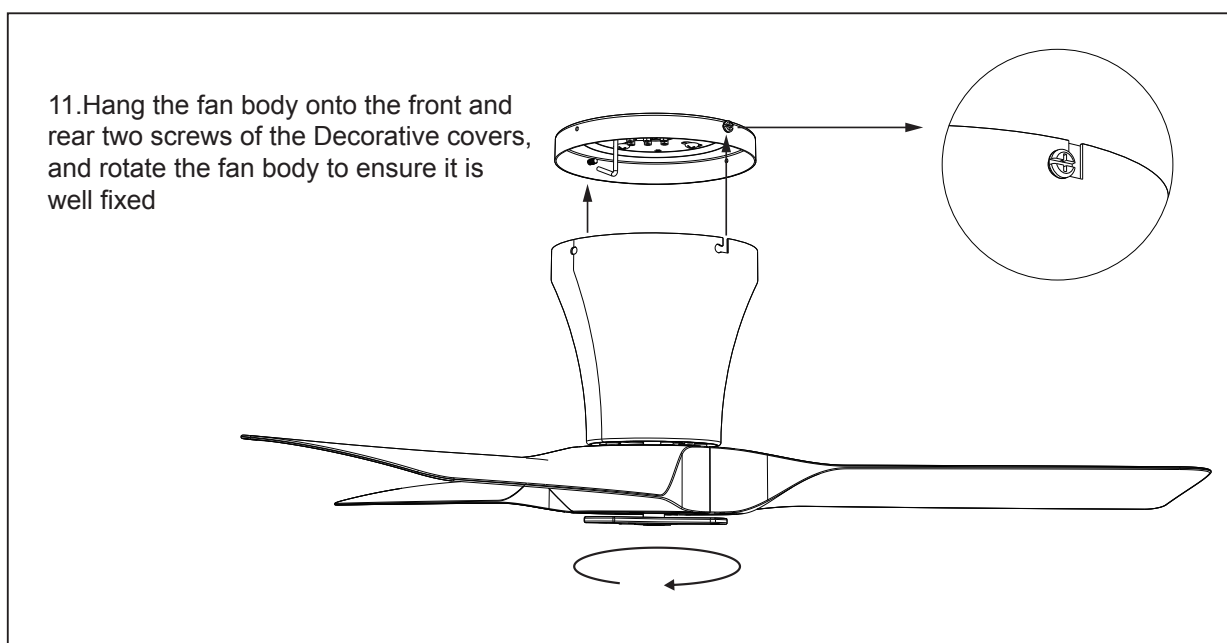
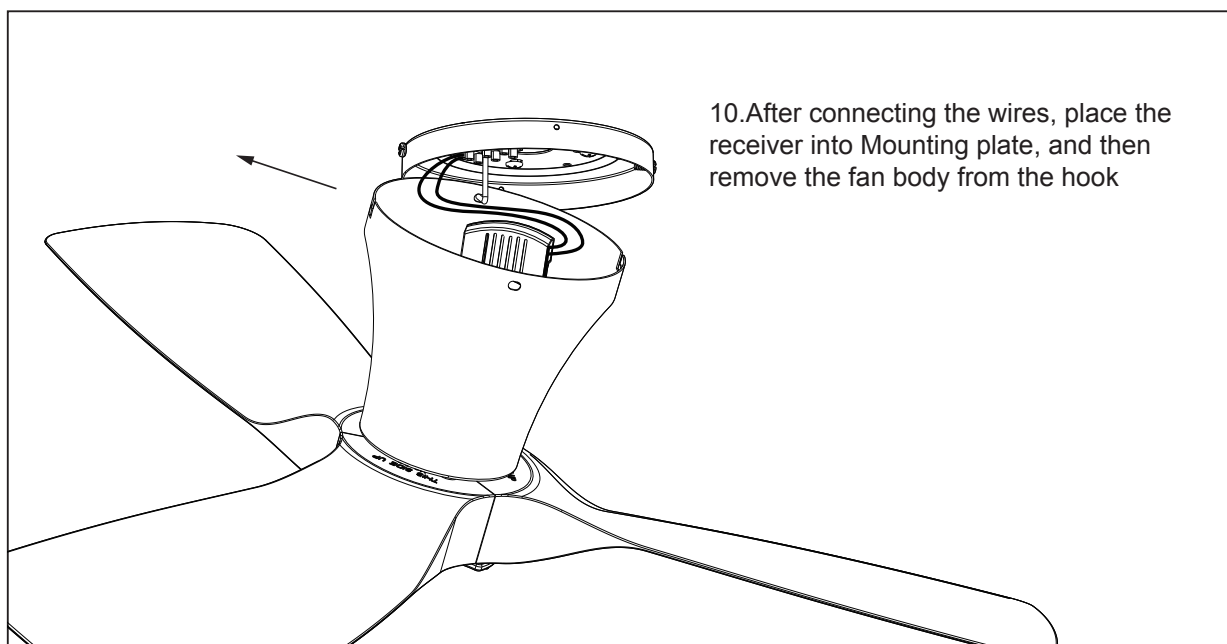
8. Hang the hole of the Mounting plate onto the hook for installing the back panel, for easier to connect the wires later

Warning: For your safety, all electrical connections must be undertaken by qualified licensed electrician

- a. Connect mains electrical connection to terminal block on mounting bracket
- b. Connect all ceiling fan wires through quick connector plugs supplied.
- c. Once all connected, slide receiver into mounting bracket, above hanger ball.

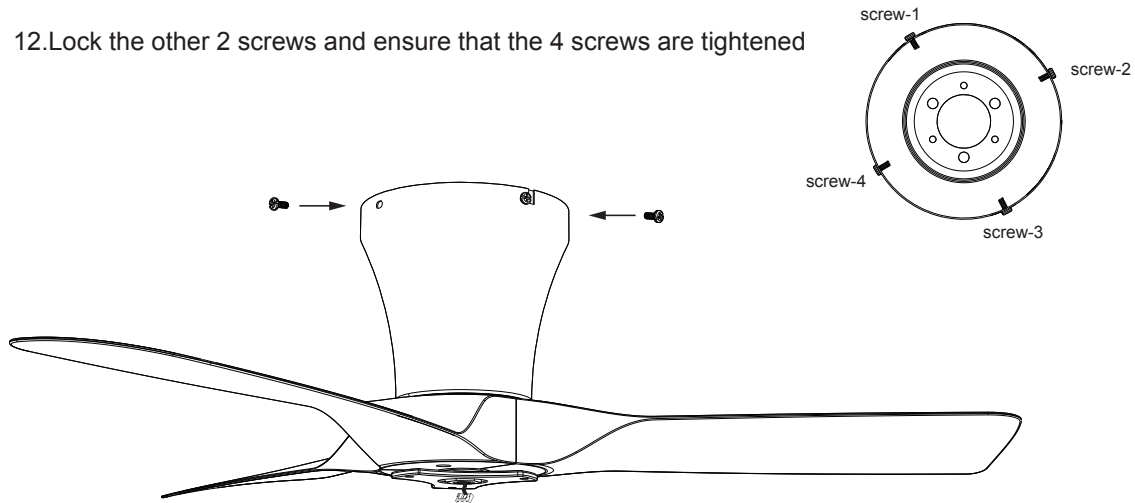


Note: For safe use of this fan, all-pole disconnection MUST be incorporated into the fixed wiring in accordance with the wiring rules. As outlined in clause 7.12.2 of AS/NZS 60335-1 for meeting the minimum electrical safety of this standard. A single-pole switch also must be placed in the same room as ceiling fan as per local wiring regulations AS3000.

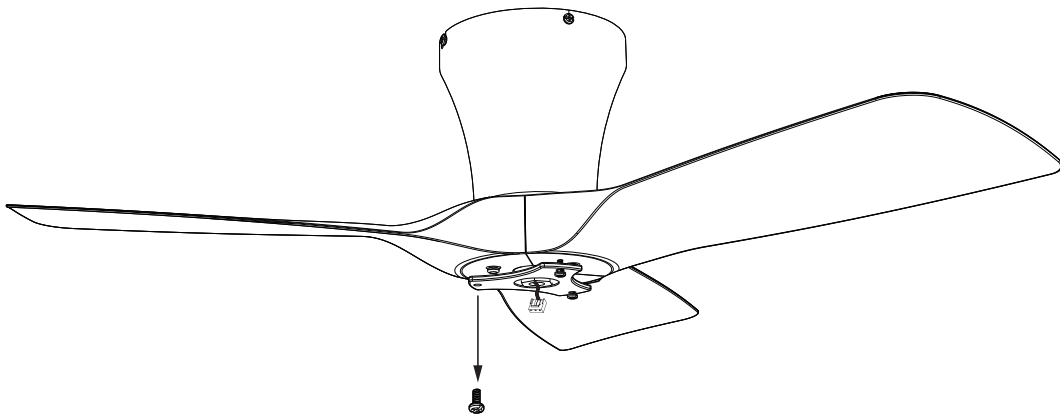


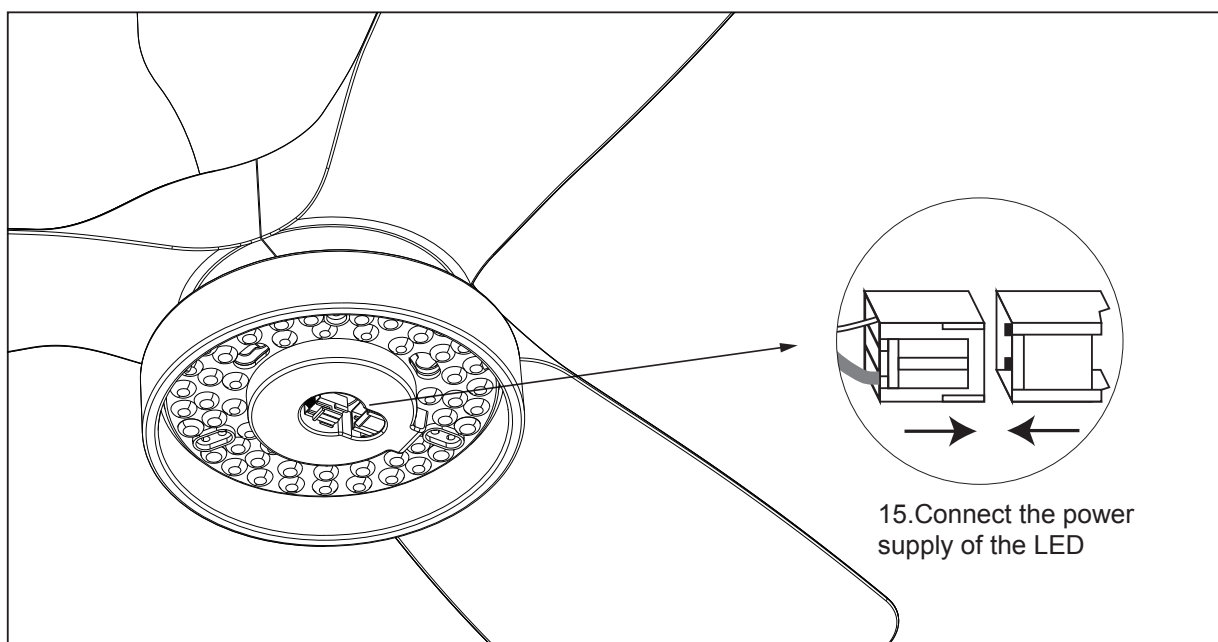
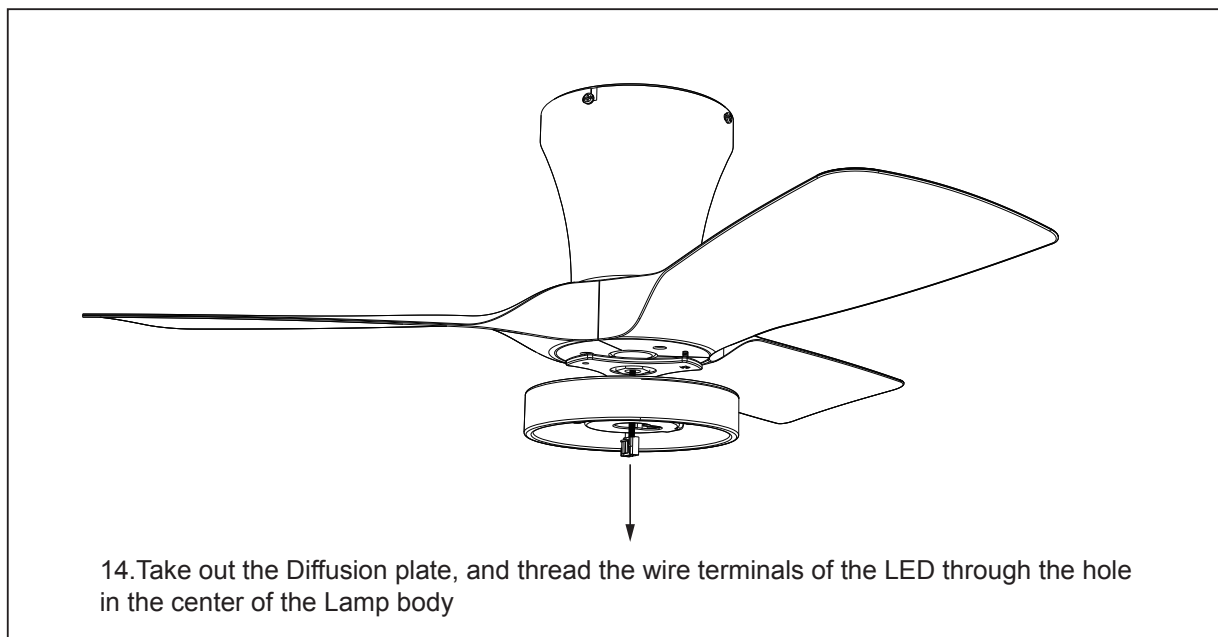
Multiple Fans: If there are two or more DC ceiling fans installed in the one location/room, an isolation switch is required for EACH ceiling fan. This is required when pairing the remote transmitter and receiver together.

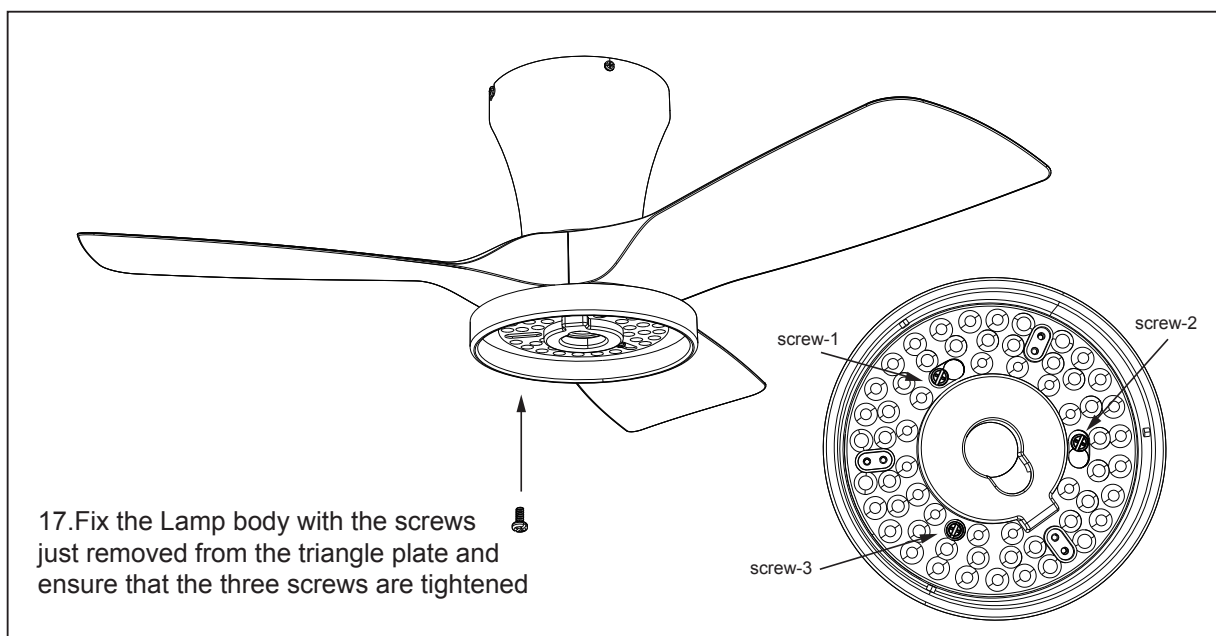
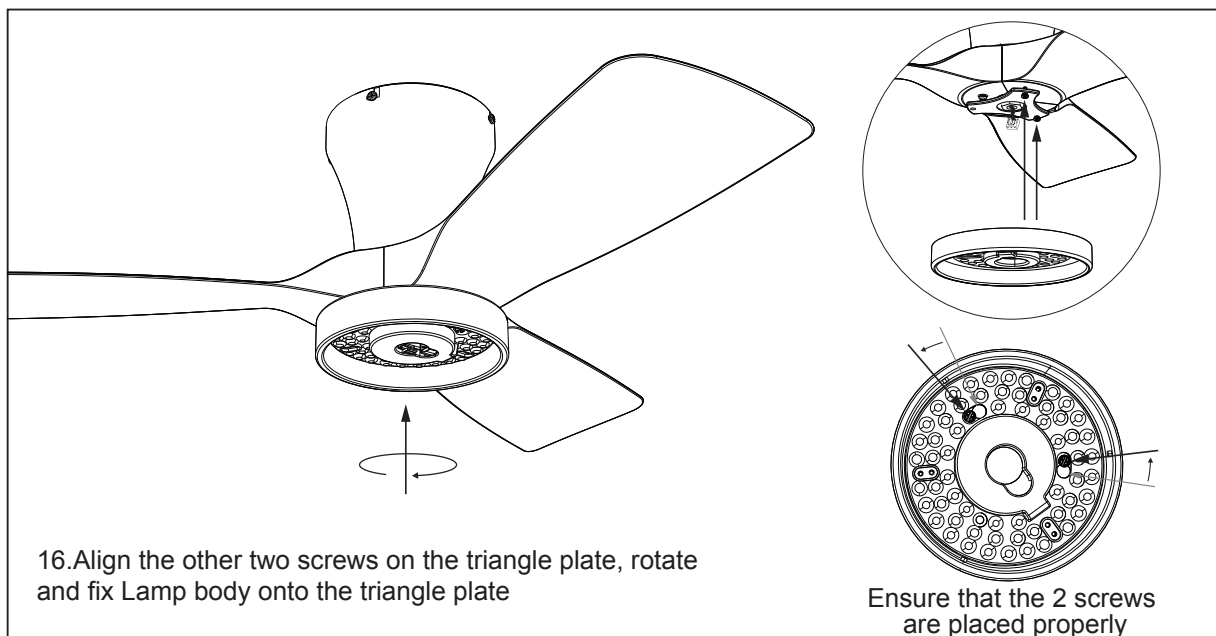
12. Lock the other 2 screws and ensure that the 4 screws are tightened

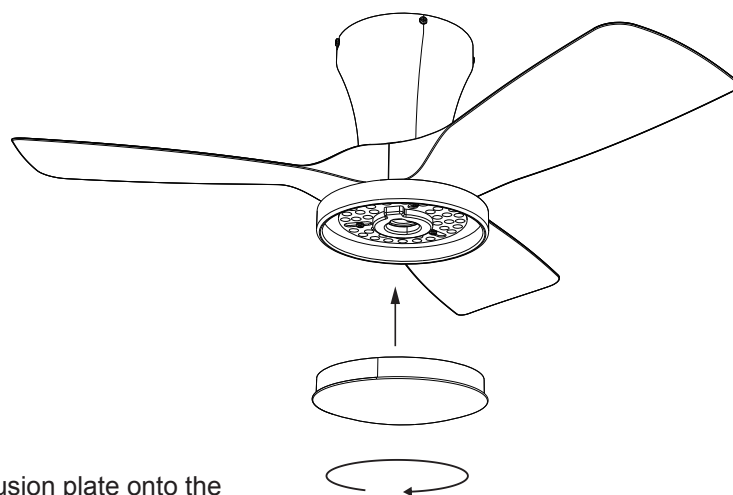


13. Remove a screw from the triangle plate on the Fan Motor Assembly

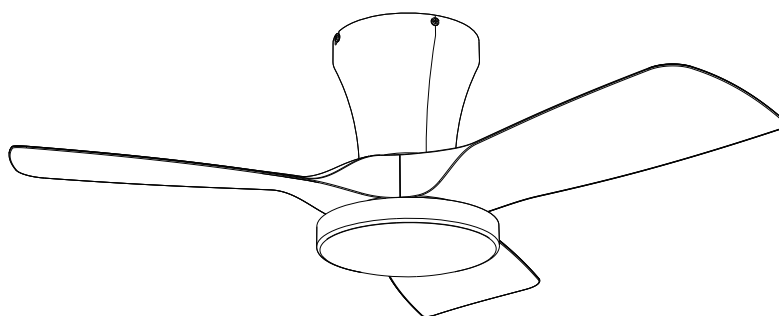






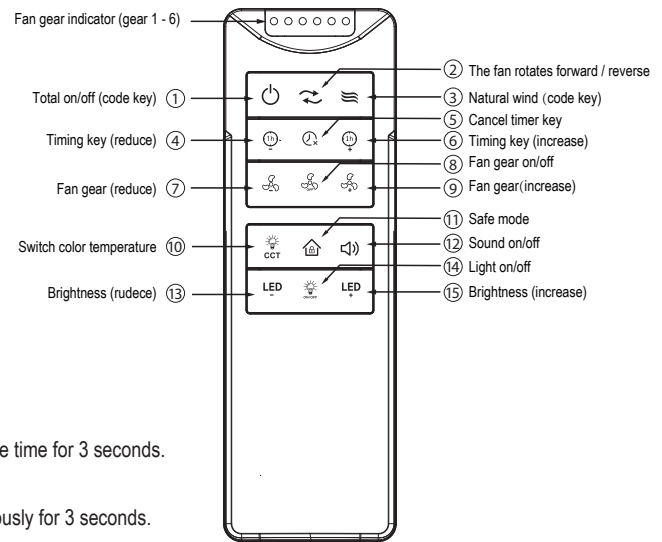


18. Install the Diffusion plate onto the Lamp body and rotate to fix



19. Installation is complete

Kiwi Remote Control Manual



Kiwi Remote control function introduction

Code pairing/decoding method :

- Within 5 seconds of powering on, press the "main on/off button" + "natural wind button" at the same time for 3 seconds. The light will flash 3 times and then release. The code matching is successful.
- Within 5 seconds of powering on, press the "main on/off button" + "natural wind button" simultaneously for 3 seconds. The light will flash 3 times and then release. The code is cleared successfully.

① Master on/off button:

- Master switch, direct control of lights and fans, synchronous on/off
- With memory function, turn on the fan light and automatically restore the original gear, mode, brightness, and color temperature

② Forward/reverse button:

- Fan forward/reverse rotation switch button
- The factory default is forward rotation
- Both forward and reverse rotation have 6 gears
- When the fan is rotating forward, press the button and the fan will stop rotating within 20 seconds and then start to rotate reversely. and run to the previously set speed within 20 seconds
- When the fan is rotating in reverse, press the button and the fan will stop rotating within 20 seconds and then start rotating forward. and runs to the previously set speed within 20 seconds

③ Natural wind key:

- After being turned on, the fan switches cyclically between gear 1 and gear 6, with each gear working for about 30 seconds and rotating at a regular speed to improve human comfort
- Turn off the fan or press the fan gear button to cancel the natural wind mode

④ Timing key (reduce):

- Press once to decrease one hour (there are 6 indicator lights, one light on means the timer is one hour, the minimum is 1 hour, the maximum is 6 hours)

⑤ Timing on/off master button :

- Fan light cancel timing function button
- The timer switch has a memory function. After the fan light is started again, it will automatically restore the last timer
- After the timer ends, the timer function is automatically canceled.

⑥ Timing key (plus) :

- Press once to add one hour (there are 6 indicator lights, one light on means one hour of timing, the minimum is 1 hour, the maximum is 6 hours)

⑦ Fan gear key (reduce):

- Press once to reduce one gear (there are 6 indicator lights, one light on represents the first gear, the lowest gear is 1, the highest gear is 6)

⑧ Fan on/off key:

- Fan on/off control button
- With memory function, the last gear will be automatically restored when the fan is turned on.

⑨ Fan gear button (increase):

- Press once to increase one gear (there are 6 indicator lights, one light on represents the first gear, the lowest gear is 1, the highest gear is 6)

⑩ Switch color temperature:

- Button to switch 3000K/4000K/5000K color temperature (with memory function)

⑪ Safe mode:

- Press it and the light will turn on for 5 minutes, The light goes out after 5 minutes, After 2 hours, it lights up for another 5 minutes, and the cycle repeats.
- Press any key to cancel the anti-theft function and the LED light will not light up again

⑫ Sound on/off:

- Press the button to turn off the remote control sound; press the button again to turn on the remote control sound.

⑬ Brightness (reduce):

- When the button is pressed once, the brightness of the LED light decreases. After long pressing for 2 seconds, the brightness of the LED light continues to decrease until the lowest limit brightness (minimum brightness 15-20%)

⑭ Light on/off:

- LED light on/off master button
- With memory function, the last brightness and color temperature will be automatically restored when the fan is turned on.

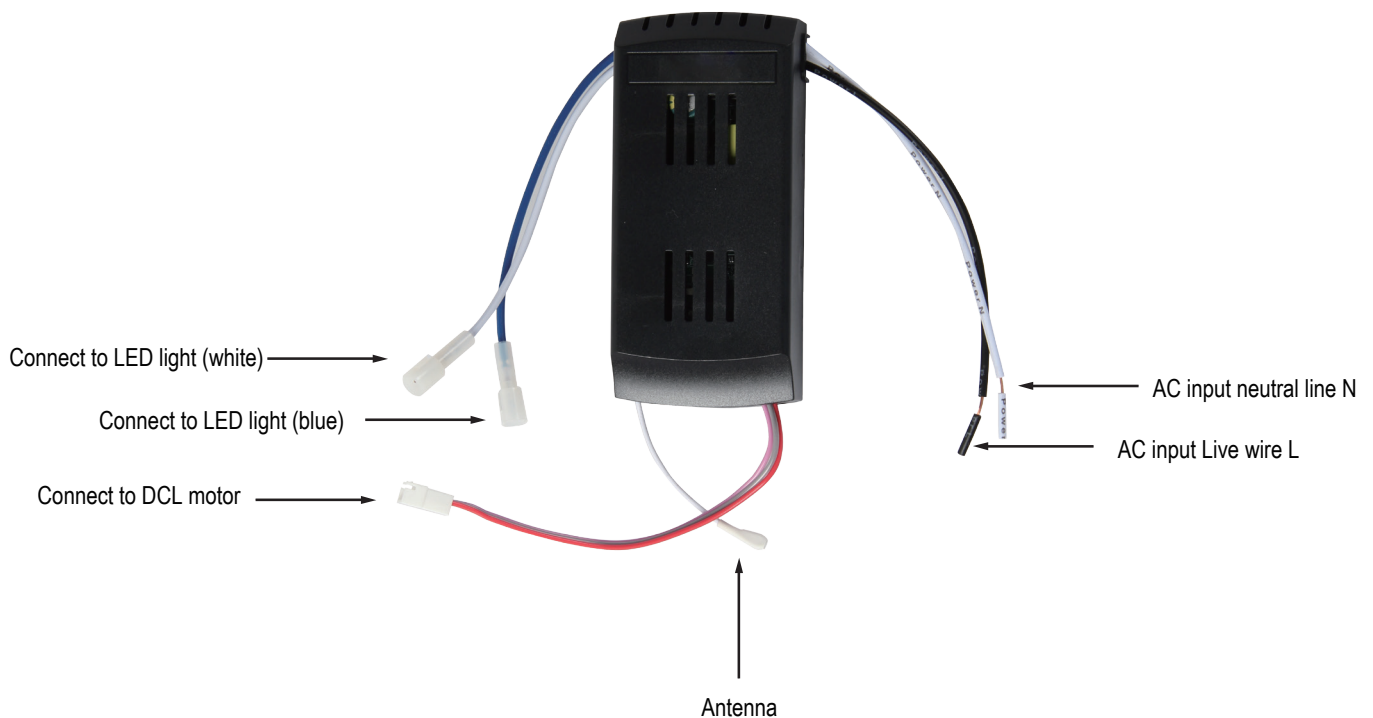
⑮ Brightness (increase):

- Press the button once, the LED light brightness will increase. After pressing and holding for 2 seconds, the LED light brightness will continue to increase until the maximum limit brightness (minimum brightness 15-20%)

Kiwi Remote Control Manual

Kiwi (black) controller precautions:

1. The receiver cannot be installed upside down, and the maximum inclination angle of the installation is 15 degrees.
2. The receiver is divided into input and output, and it is strictly forbidden to switch the input and output lines.
3. The working voltage of this product: 85V-265V.
4. If there is a wall switch on the fan, it must be turned on for effective control.
5. The white wire enters the neutral wire, and the black wire enters the live wire to connect to the 85V-265V power supply. white and Blue wire plug output LED lights.
6. When using the remote control, please check whether the battery is installed correctly, and pay attention to the positive and negative poles of the battery. Every time you press the control button on the handle, the button indicator light will flash.
7. This product is a wireless remote control, only need to install the battery, no need to connect any wires.



Trouble Shooting

Problem	Possible Cause	Possible Remedy
Wobbles	Blade Screws are loose	Check that all screws are securely tightened. Do NOT overtighten.
	Blades are loose	Check all blades are aligned correctly and securely fastened.
	Blades are bent, out of shape	Stack blades on flat surface, check all blades are a uniform shape. If blades are not uniform, contact your retailer for replacement blades.
		Turn Fan Off and gently lift fan, rotate hanger ball to its correct position in bracket.
Noisy	Blade Screws are loose	Check that all screws are securely tightened. Do NOT overtighten.
	Canopy touching ceiling	Lower the top ceiling canopy so it doesn't make contact with ceiling.
	Bracket not installed correctly	Turn off fan, disassemble and re-install bracket if not installed correctly.
	Fan noise	Allow for fan to settle in 4-8 hours of operating.
	Ripple control signal noise	Read Ripple Control. Contact your licensed electrical contractor and install a suitable signal filter.
Fan Not Working	Loose wires	Turn fan off, check all connections at terminal block
	Circuit Breaker Blown	Check circuit breaker. If circuit tripped, please contact your licensed electrical contractor.

Fan Not Working (Remote Beeping)	Remote lost pairing	Remote Pairing Procedure, see page 18 (*Or the page the remote is on)
Fan Stopped Working	Main Voltage Fluctuation	Fan Safety Feature, when voltage drops below 140v or exceeds 270v for more than 5 seconds, motor will cut off automatically. When voltage has returned to correct levels, it will turn back on automatically.
Fan Cutting Off/On	Temperature Cut Off	This is normal as the motor is protected by thermal sensor where it will limit the motor temperature from rising to no more than 75°C. Once temperature is above, fan will cut off till temperature is reduced. This operation is to increase the life of the motor.
Fan Light Not Working	Loose Wires	Turn fan off, open cover and check plug connector is connected securely.
Jerks Upon Startup	Fan Startup	This is normal operation as it is powered by a 3-phase brushless DC motor. This jerk will not affect fan performance.
No Airflow	Fan running in reverse mode	Press  button to reverse fan blade direction.

Ripple Control

Electricity distributors through Australia, particularly areas of NSW and QLD use a ripple control signal on their distribution networks to remotely control demand devices like off-peak hot water heaters, and to implement differential tariffs.

Ripple control adds a high frequency signal on top of the standard Australian 240V AC 50Hz power supply, and some electrical appliances can be sensitive to this high frequency signal. It is mainly devices like fans, and dimmed lights that can potentially be affected by the ripple control signal. The result could be buzzing noises from fans, or flickering lights at certain times of the day.

Ripple effects can be reduced by installing ripple signal filters. The filter is specifically tuned to eliminate the ripple effect signal frequency. Areas in NSW and QLD can have varying frequencies, it is advised to consult with your electrical contractor and provider to source the correct device for your area.

Note: Ripple control noise is NOT covered by warranty. Service calls based on noise where a genuine fault cannot be found by our qualified service agent, will result in you being charged the cost of the service call.

Warranty claim on installed products:

1. Limited Repair / Replacement Warranty

Vencha offers the original purchaser a repair or replacement of the Vencha product in cases where the product fails due to defective materials or workmanship, when installed and operated under normal domestic/residential conditions. Please refer to the warranty period listed on each product to determine the warranty period which Vencha grants to the original purchaser of the Vencha product. The warranty period begins from the date of purchase.

All warranty claims are to be submitted to Vencha head office in writing with:

- Proof of Purchase (such as the original dated purchase receipt/invoice)
*Purchase must be from Authorized Vencha reseller.
- Certificate of Compliance (such as certificate or invoice from licenced electrician)
*A proof of installation is required by law for products that require installation by a licensed electrician.

Warranty claims submitted without correct documentation will not be accepted.

Warranty claims submitted with contractors who are not qualified or licensed will not be accepted.

Remote control and receivers are covered by replacement warranty only.

Batteries, if supplied, are done so as a complimentary item only and are not covered under warranty.

Pairing and Re-pairing of remote controls are not covered by warranty and service fees will apply.

If goods/ fittings are found to have been damaged or made faulty through no fault of Vencha, then all costs incurred by Vencha as a result of your warranty claim will be charged to purchaser in full.

Repairs / Replacements

Vencha products presented for repair may be replaced by New or Refurbished goods of the same type rather than being repaired at the discretion of Vencha. Refurbished parts may be used to repair the goods to proper order.

Balance of Warranty

To the maximum extent permitted by law, any product replaced, repaired or refurbished by Vencha is covered only by the balance of the warranty period remaining from the date of original purchase of the original product.

2. In-Home Warranty

In addition to the replacement warranty terms set out under section 1, the in-home warranty applies for a certain period from the date of original purchase, to all ceiling fans products which are hard wired to the main electricity supply with required isolation switch for each individual ceiling fan.

If Registered Vencha service agent attends property and finds:

1. There is no fault with Vencha Product. Product operates as described in published features and specifications.
2. Products are not Vencha branded products.
3. Fault is caused by non-Vencha parts/accessories
4. The installation is not carried out as described in relevant product installation instructions and all relevant local legislation, regulation and by-laws.
5. Fault is caused by incorrect operation, abuse or misuse of product by consumer.

The cost of repairs and/or service call where the fault is due to the installation and not due to faulty materials or manufacturing workmanship, will be payable by the consumer at the time of the repair. Failure in part of the consumer to pay for the service call in case of any of the above, will result in the balance of the warranty being void.

In cases of in-home repair/replacements in areas outside the coverage of Vencha service agents, Vencha will reimburse customers a standard fee of \$110.00 (Inc. GST) for using their own licensed electrician. Before contacting your electrician, contact Vencha to make a service request with the Vencha warranty department and obtain a Vencha Reference Number (VRN). Reimbursements will not be made for call-out fees or other costs without prior approval in writing of the Vencha head office.

If an emergency case arises out of normal business hours and warranty department cannot be contacted to dispatch a service agent to the premises, Vencha will re-imburse customers costs of \$110.00 (Inc. GST) unless otherwise approved by Vencha office, for customer using their registered electrician.

3. Warranty Transfer

If ownership changes on the dwelling/premises where the Vencha product is installed, the balance of the warranty period passes to the new owner provided the original proof of purchase (such as the original dated purchase receipt) from an authorized Vencha retailer is retained by the new owner. In addition, the original certificate of compliance for the installation as required by law from the installing electrician is required for products requiring installation by licensed electricians.

Failure to transfer of these documents will result in the balance of the warranty being void.

4. What is not Covered

Subject to "Your Consumer Rights ", but otherwise to the maximum extent permitted by law, the Vencha warranties provided in this document will not cover the following:

1. Vencha products that are not purchased from an authorized retailer and installed in Australia.
2. Where installation was not carried out by a qualified and licensed electrical contractor or where a valid Electrical Safety Certificate or installers invoice with licence number cannot be presented.
3. Vencha products not installed in accordance with the product's installation instructions or specifications.
4. Vencha products not operated in accordance with the instructions for use, or specifications.
5. Vencha products that have been modified in any manner, painted or used with non-standard blades, controllers (Including capacitors/drivers), or mountings.
6. Changes to the ceiling fan motor or blades, plated and or painted finishes due to climatic conditions (moisture, salt, dust etc) or after 6 months from the date of original purchase.
7. Defect, damage or failure to a Vencha product resulting from misuse, accident, neglect, abuse, tampering, modifications or unauthorized repairs of any kind by any person.
8. Damages not caused by a fault in the Vencha product materials or workmanship.
9. Defect, damage or failure to a Vencha product resulting from any acts of God, including damages from lightning, power grid fluctuations, or power surges.
10. Replacement of light sources (globes, LED boards, etc) unless specified.
11. Replacement of batteries supplied with certain products.

12. Power supply "noise", intermittent "humming", or other influences from mains power delivery infrastructure. Signals sent through the power grid by the electricity provider for the control of off-peak hot water, street lights and other devices may cause an intermittent humming noise in your Vencha product. Filters for blocking & reducing such signals are available in Australia at the customer's expense. These noises do not indicate the Vencha product is faulty.
13. Damage caused by alternative power systems (for example: solar inverters, etc.).
14. Water damage of any kind caused by inappropriate placement of fittings not IP rated for that location.
15. The cost of renting, obtaining and using special access equipment (i.e. scaffoldings, scissor lifts, etc.) for accessing products installed at a height of greater than 3.0 meters.
16. Transportation and in-transit insurance costs, if the product or parts thereof have to be returned for repair or replacement to the retailer or the authorized service agent.
17. Non-structural corrosion damage of non-316 stainless steel components such as surface rust or minor rust.
18. Except in the case of pre-packed integrated light models, light fittings attached to the fan are not covered by this warranty. Where the fan is pre-packed complete with a light, the light fitting will be covered by LIMITED REPAIR / REPLACEMENT WARRANTY.
19. Faults deemed caused by a lack of regular maintenance, e.g. screws and nuts becoming loose.

5. Commercial Use:

This product is not designed or intended for industrial or commercial use.

Vencha products which are specifically designed for commercial use are designated as Commercial Use Products on the product packaging.

Warranty Conditions:

- This warranty is for 240V 50Hz products originally purchased and installed in Australia ONLY.
- Installation must be performed by a qualified and licensed electrician. The warranty will not apply if the product is installed by anyone other than a qualified and licensed electrician.
- This product is not designed or intended for industrial or commercial use.
- Problems arising from incorrect installation are not covered by warranty.
- The cost of repairs and/or service call arising from incorrect installation, not due to faulty material or workmanship in accordance with the Vencha warranty, will be payable by the purchaser at the time of repair.
- This warranty is only valid for appliances used according to the manufacturer's instructions.
- The manufacturer does not accept liability for any direct or consequential damage, loss or other expense arising from misuse or incorrect installation and operation of the appliance.
- Warranty will only be provided where proof of qualified electrical installation is provided. E.g. Electrical Safety Certificate.
- Warranty will not be provided if any fan is without an all-pole disconnection incorporated in the fixed wiring in accordance with the wiring rules.
- The manufacturer will not accept in home expenses unless authorization is granted prior to work commencing, and an VRN number allocated by Vencha office.
- Where a service call is undertaken and no fault is found with the ceiling fan, or where the fault is not covered under the terms of this warranty, a call-out fee may be charged.

How to make a Warranty Claim:

Please refer to trouble shooting section of manual first before actioning warranty claim. Perform possible remedies first before contacting Vencha customer service.

If issues still persist, please continue with claim process:

- Limited repair/replacement warranty: Please return the faulty Vencha product together with a copy of the proof of purchase, and if required, a certificate of compliance for the installation of the product by the licensed electrician who installed the product, to the authorized Vencha retailer where the product was purchased. To the maximum extent permitted by law, the customer must bear the costs and expenses of claiming under this warranty, including but not limited to the cost incurred in freight, postage, handling, travel, dismantling or reinstalling the product.
- In-home repair/replacement warranty: Where an in-home warranty applies, please phone the Vencha office on (02) 8811 1622 in Australia and DO NOT return the product to the retailer. Do NOT uninstall or return a hard-wired product to the retailer unless advised to do so by a Vencha customer service representative. This warranty does not cover installation faults, house wiring faults, loose blades or fittings or damage of any kind. Claims regarding corrosion damage are subject to case by case appraisal.

Warranty Claim Form

Approval No:

You will need the following:

- Proof of purchase (Such as the original dated purchase receipt/invoice)
- Proof of Installation (Certificate of Compliance)

Please complete form below.

Once complete, please email this form and required documents to **sales@vencha.net.au**

Customer Details

First Name:		Last Name:	
Address of Installation:			
Address Line 2:			
City:	State:		Post Code:
Contact Number:		Mobile Number:	
Email:		Date of Purchase:	
Store Purchased From:		Invoice Number:	

Product Details 1

Product Name/Code:	Isolation Switch: ☐ Yes ☐ No		
Description of Fault/Damage:			
			Quantity:

Product Details 2

Product Name/Code:	Isolation Switch: ☐ Yes ☐ No		
Description of Fault/Damage:			
			Quantity:

Installers Details

First Name:		Last Name:	
Installers Contact Number:			
Electrical Contractors Licence Number:			
Date of Installation:			

Vencha Office Use Only:

Date:	Electrician:
Quote No:	Cost to Rectify:
Approved by:	Signed:



1/6 Boden Rd

Seven Hills, NSW 2147

P: (02) 8811 1622

E: sales@vencha.net.au

W: www.vencha.net.au