

WARRANTY CONDITIONS FOR USA AND CANADA

- If any of the parts of your ceiling fan other than the motor's is faulty at any moment within the **3-year** period since its purchase date due to an original material defect or manufacturing, the replacing of the part or its repair will be completely free of charge.
- If the motor of your ceiling fan is faulty at any moment within the **15-years** since its purchase due to an original material defect or manufacturing, the replacing of the part or its repair will be completely free of charge for the part or the work carried out, if the part is delivered in its original package together with all its accessories.
- For any claim, you must attach the purchase ticket to this guarantee.
- If the reparation should fail to satisfy the customer and/or the product fail to present the optimum condition for the use to which it is destined the guaranteed holder will have the right to the substitution of the acquired item for another of identical characteristics.
- Do not install the product if it is damaged. This ceiling fan was properly packed in such a way that its smaller parts could not get damaged during its transport. Inspect everything to confirm that nothing was damaged.
- We reserve the right of our specialists to study each product returned, leaving the warranty exempt in case of demonstrating that the incidence or failure has been caused by the user, due to installation problems or elements unrelated to the product.
- A representative of the manufacturer will have access to the defective products.
- This warranty does not cover labor costs for the disassembly of the products.
- If the manufacturer chooses to replace a defective product but cannot do so, because it is not manufactured or is no longer available, the manufacturer may replace the product with a comparable product (whose design or specifications may vary slightly), the replacement is effective only for the damaged unit.
- This limited warranty shall only be valid when the product has been properly installed, connected and is functioning with the correct electrical values, operating range and at the environmental conditions set forth in the technical specifications, according to the guidelines, instructions, IEC standards or any other document supplied with the Products.
- The manufacturer is not responsible for the electrical power supply conditions, including the voltage surges, the voltage fluctuations, the control systems for power waving that exceed the specified limits of the products and those defined in the relevant supply rules.
- This warranty is not valid for damages or malfunctions due to force majeure or any type of fraudulent, incorrect use, misuse, anomalous use or use that violates the rules, codes or the corresponding instructions of use, including without limitation the contents regarding the latest safety rules, as well as the latest industry and/or electricity regulations in the relevant regions.
- The maintenance of the product must be carried out according to the instructions and by specialized personnel only.
- An adequate record of the operating history must be kept at the disposal of the manufacturer to be inspected at any moment.
- If it is determined that a product is defective or does not function in accordance with the product specifications, the buyer must notify the manufacturer in writing.
- All warranty periods mentioned are subject to a representative of the manufacturer being able to access the defective product or system to check such non-conformity. The warranty claims must be notified and sent to the manufacturer's regional office within 30 days of such indication, and at least the following information must be specified (additional information may be requested):
 - Defective products code and description. For the guarantees of a system, other components that are used must also be specified.
 - Date of installation and invoice date.
 - A detailed description of the problem, date of failure and the amount and the percentage of failures.
 - Explanation of the installation, the functioning hours and switching cycles.
 - When the warranty claim is justified, the manufacturer shall bear the transportation costs. The manufacturer may invoice to the client the returned products that are not defective or nonconforming, together with the associated transportation, verification, and handling expenses.
- This warranty does not cover:
 - Any exposure to corrosive environments or aggressive gases of chemical origin.
 - Negligent, improper, or inappropriate use.
 - Use of the product at a different environmental temperature than the one specified.
 - In LED light sources, faults smaller than 0.2% for every 1000h and decrease of luminous flux of less than 30%.
 - Relative humidity in the installation above 80%, or if the conditions have been exceeded according to the IP rating of the product for which it was designed.

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