

# HAIKU® HOME OUTDOOR CEILING FAN WARRANTY



## WHAT IS THE PERIOD OF COVERAGE?

The Warranty Period commences on the date the Product is installed, or 15 days after shipment. The Warranty Period for the motor is for three years. For other components and accessories, the Warranty Period is for one year. 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.

Motor	All Other Components
3 years (parts)	1 year (parts)

## WHAT IS COVERED?

This Warranty is provided by Haiku Home of 2348 Innovation Drive, Lexington, KY, USA, and covers only the motor and other components of your Haiku ceiling fan and accessories 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 Home Outdoor Ceiling Fans, and is limited solely to products purchased directly from Haiku Home or from one of its authorized dealers. This warranty is only valid within the 50 states of the United States and the District of Columbia, the 10 Canadian Provinces and Territories, 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 Haiku Home. 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. In no event shall this warranty cover any resulting or incidental or consequential damage to the surrounding ceiling, walls or other building components, or to any surrounding structures, furniture, or other objects. The purchaser of the fan understands and agrees that mounting and running a ceiling fan in any outdoor environment, particularly in a coastal or tropical climate, will invariably expose the fan to harsh weather conditions, winds and storms which can potentially result in unavoidable damage to the building, ceiling, walls other building components or to surrounding structures, furniture or other objects. The purchaser agrees and accepts full responsibility for those risks.

## WHAT WILL WE DO?

During the Warranty Period, Haiku Home will, at its option and cost:

- Repair or replace the affected component(s) of any defective motor, component, or accessory free of charge at the Haiku Home 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 Haiku Home Service Center, shipping and insurance prepaid by you.

HAIKU HOME 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 HAIKU HOME SERVICE CENTER. IF A CERTIFIED ELECTRICIAN IS REQUIRED BY LAW TO HANG OR REPLACE THE FAN, HAIKU HOME 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 Haiku Home, 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 Haiku Home website and submitting a technical support form; or
- Calling the Technical Support phone number listed for your region.

If the Haiku 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 Haiku Home at the address set out above, or to such other address that the Technical Service Representative advises.

If the Haiku 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 and issue a Return Materials Authorization (RMA) number. You will be responsible for shipping the product and all insurance, freight, or other transportation charges to the relevant Haiku Home Service Center. Your product should be properly packed to avoid damage in transit since Haiku Home will



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not be responsible for such damage.

Haiku Home will ship the repaired product or replacement to you at no charge; however, you are responsible for the cost of removal and reinstallation. Haiku Home 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:

- a. Repairs by persons not authorized by Haiku Home;
- b. Use of parts and accessories not authorized by Haiku Home;
- c. Mishandling, improper installation, modifications, or damage to your ceiling fan while in your possession;
- d. Acts of nature or environmental conditions;
- e. Insect or animal activity;
- f. Unreasonable use, misuse, abuse, including failing to do reasonable and necessary maintenance, and normal wear and tear. Haiku Home recommends examining the ceiling fan suspension system at least once every two years.

This warranty applies only when the fan(s) are installed in applications in which ambient temperatures are within the range of the operating temperatures specified for the product. If the fan(s) are used on existing foundations or structures, the end user is solely responsible for the structural integrity of the foundations or structures and all consequences arising from their use. This warranty does not cover resulting or incidental or consequential damage to the surrounding ceiling, walls or other building components, or to any surrounding structures, furniture, or other objects.

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

- 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 HAIKU HOME 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 HOME HOME'S PART, AND HAIKU HOME 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 HAIKU HOME AND WAIVED BY CUSTOMER. UNDER NO CIRCUMSTANCES SHALL HAIKU HOME 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 HAIKU HOME, 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](http://CONSUMERLAW.GOV.AU)

*Haiku Home reserves the right to change this warranty at any time without advance notice.*



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