

# HAIKU® HOME CEILING FAN INTERNATIONAL WARRANTY



Luxe Series



H Series



I Series



L Series

## WHAT IS THE PERIOD OF COVERAGE?

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 two years. For other components and accessories, the Warranty Period is one year (parts). 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
2 years	1 year (parts)

## WHAT IS COVERED?

This Warranty is provided by Haiku Home 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 Home 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 if the fan is purchased and installed in countries in which a Big Ass Solutions service center is not located.* (Service centers are located in the United States, Canada, 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.

## 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 at the nearest 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 nearest 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 RELEVANT HAIKU HOME SERVICE CENTER.

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. 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 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:



USA  
2348 Innovation Drive  
Lexington, KY 40511, USA  
855-694-2458  
+1859-233-1271  
haikuhome.com

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

AUSTRALIA  
35 French St  
Eagle Farm, Brisbane  
QLD 4009  
1-300-244-277  
haikuhome.com/au

HONG KONG  
Room 808, Tai Yau Building  
181 Johnston Rd  
Wan Chai, Hong Kong  
+852 2836 5808  
haikuhome.com/hk

SINGAPORE  
18 Tampines Industrial Crescent  
#06-07 Park Mall  
Singapore 528 605  
+65 6709 8500  
haikuhome.com/sg

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

- 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. Unreasonable use, misuse, abuse, including failing to do reasonable and necessary maintenance, and normal wear and tear.

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.

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



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