Warranty



WARRANTY NOTES

1. The warranty applies from the original date of purchase.
2. The applicable warranty periods for each installation type and product component are set out in Table 1 below.
3. To receive the 10-year warranty period for residential, non-commercial use, the original purchaser must register the product on the IRNFAN website (irnfan.com.au/warranty). If the product is not registered, the 5-year warranty period applies.
4. Warranty claims must be made by the original purchaser. IRNFAN PTY LTD does not deal directly with subsequent owners, tenants, occupants or end users unless otherwise required by law.

Table 1 - Warranty periods

Product / Component	*Residential, non-commercial: registered*	*Residential, non-commercial: not registered*	*Commercial, industrial, accommodation, site, fleet or other non-residential*
IRNFAN Wall	10 years	5 years	5 years
Outlet grilles and accessories	10 years	5 years	5 years

WARRANTY TERMS AND CONDITIONS

1. Proof of purchase may be required before any warranty claim is accepted.
2. The product must be installed by a suitably qualified electrician and in accordance with the installation instructions, applicable laws, regulations and electrical standards.
3. The product must be used only for its intended purpose and in accordance with the supplied instructions.
4. The warranty applies to defects in the product itself. It does not guarantee any particular ventilation, air quality, humidity, mould prevention or building performance outcome, as these may be affected by room size, building design, installation conditions, user behaviour, environmental conditions and other factors outside the control of IRNFAN PTY LTD.
5. The warranty does not apply where the product has been misused, abused, neglected, modified, tampered with, incorrectly installed, incorrectly maintained, relocated, reinstalled, or repaired without prior written approval from IRNFAN PTY LTD.
6. The warranty does not cover faults, damage or performance issues caused by incorrect installation, unsuitable wiring, incorrect electrical connection, poor mounting, unsuitable site conditions, or the use of non-approved accessories, controllers or components.
7. The warranty does not cover damage caused by power surges, lightning, incorrect voltage, unstable power supply, water ingress caused by installation faults, or environmental conditions outside the product's intended use.
8. The warranty does not cover normal wear and tear, cosmetic discolouration, surface marks, fading, minor finish degradation, minor speed variation, minor airflow variation, or harmonic noise or resonance caused by site conditions.
9. The warranty does not cover faults or damage caused by failure to clean or maintain the product in accordance with the maintenance instructions, including dirty or blocked grilles, shutters, vents, ducts, impellers, sensors or any other airflow paths.
10. A maintenance record may be required to support a warranty claim. IRNFAN PTY LTD may reject a warranty claim where reasonable evidence of required cleaning, servicing or maintenance cannot be provided.
11. Where applicable, the product must be kept updated with current firmware, software and app versions. Warranty claims may be rejected where a fault, performance issue or connectivity issue is caused by failure to install available updates.
12. Where a valid warranty claim is accepted, IRNFAN PTY LTD may, at its discretion, repair the product, replace the product, provide an equivalent replacement, or supply replacement parts.
13. The warranty covers the product only and does not cover costs associated with removal, reinstallation, electrician labour, freight, transport, access equipment, damage to surrounding property, third-party call-out fees, temporary replacement products or consequential loss, except where required by law.
14. If the product is installed in a location requiring special access, the customer is responsible for any additional access costs.

15. If inspection or testing finds no product fault, IRNFAN PTY LTD may charge reasonable inspection, labour, freight or call-out costs.
16. The warranty may not apply to products purchased from unauthorised sellers, unauthorised resellers, online marketplaces or other unapproved sources.
17. IRNFAN PTY LTD may require the product, installation, maintenance history, firmware version, app version, operating data or site conditions to be inspected or assessed before accepting a warranty claim.

SENSOR WARRANTY AND LIMITATIONS

1. Sensors and sensing components are covered against manufacturing defects for the applicable sensor warranty period.
2. The warranty does not cover normal sensor drift, calibration variation, sensor ageing, degradation of sensor accuracy over time, or differences between readings from the product and third-party measuring devices.
3. The warranty does not cover sensor faults, contamination, reduced accuracy or performance degradation caused by dust, chemicals, cleaning products, aerosols, smoke, water ingress, condensation, insects, mould, abnormal environmental exposure, or failure to clean and maintain the product in accordance with the instructions.

MOTOR AND PERFORMANCE LIMITATIONS

1. Motor speed, airflow, vibration and acoustic performance may vary slightly over time due to normal ageing, installation conditions, supply voltage, dust accumulation, environmental conditions and normal manufacturing tolerances. These variations are not considered defects where the product continues to operate within acceptable functional limits.

APP, FIRMWARE AND CONNECTIVITY LIMITATIONS

1. App, firmware, cloud services, connectivity, alerts and data features may be updated, modified, suspended or discontinued from time to time.
2. Temporary interruptions, connectivity issues, data loss, transmission failure, app compatibility issues, firmware update issues or third-party service outages are not considered product defects.
3. IRNFAN PTY LTD does not guarantee uninterrupted Bluetooth, Wi-Fi, cloud, app or data connectivity, as performance may depend on site conditions, network availability, device compatibility, third-party platforms and user configuration.
4. The warranty does not cover faults or performance issues caused by incompatible devices, outdated operating systems, network changes, poor signal strength, router configuration, third-party software, or failure to maintain current app or firmware versions.

RIGHTS RESERVED

1. IRNFAN PTY LTD reserves the right to modify product specifications, features, dimensions, materials, designs, firmware, software, app functionality, accessories and product documentation without prior notice as part of its ongoing product development program.
2. IRNFAN PTY LTD reserves the right to discontinue products, product variants, accessories, software features, app features or connected services at any time without notice.
3. IRNFAN PTY LTD reserves the right to update, amend or replace these warranty terms from time to time. The applicable warranty terms are those in effect at the original date of purchase, unless otherwise required by law or expressly agreed in writing by IRNFAN PTY LTD.

CONSUMER LAW

1. This warranty is in addition to any rights the customer may have under applicable consumer law. Nothing in these terms excludes, restricts or modifies rights that cannot be excluded, restricted or modified by law.

IRNFAN PTY LTD reserves the right to modify product specifications, features, dimensions, materials, and designs without prior notice as part of its ongoing product development program.

IRNFAN PTY LTD also reserves the right to discontinue products or product variants at any time without notice.