

## Limited Warranty

Fasco Australia Pty Ltd and its employees are proud of our products and are committed to providing our customers and end users with the best designed and manufactured motors, fans and other Fasco products. This Limited Warranty and Service Policy describes Fasco's warranty and warranty procedures.

## Scope of Warranty

All Fasco motors, fans and other products are warranted against defects in Fasco workmanship and materials.

## Warranty Period

Fasco motors, fans, etc are warranted for 12 months from the date of sale to Fasco's customer and / or end user from Fasco's warehouses /Agents or, if applicable, from Fasco's factory unless otherwise specified, for use under normal operating conditions<sup>(1&2)</sup>. All warranty claims must be submitted to Fasco or Fasco approved Service Agent prior to the expiration of the warranty period along with proof of purchase.

## Warranty Service Agent Locations

Warranty service is available for all Fasco products from Fasco's Service Agents in each State. List of Fasco Authorised Service Agents is available on request from any Fasco Sales Office or use our online search page <http://www.fascoap.com> to find the Authorised Service Agent nearest you.

## Standard Warranty Procedure

For warranty service please contact Fasco Melbourne Warranty Officer on (03)8586 1195 for a Product Return Authority (PRA) number and record this number in the PRA number block of the form. Refer to appendix A for copy of Product Return Authority form.

Information required by the warranty officer prior to issuing PRA Number:

- a. Model & serial number of the product and date of manufacture.
- b. Reason for return.
- c. Qty
- d. Contact name & phone number.
- e. Customer reference number i.e. delivery docket number or credit claim number

## Procedure to receive warranty service

A PRA is needed prior to return - returned product will not be accepted by Fasco without an authorization number. Customers must take or ship prepaid the Fasco product requiring warranty service to a Fasco Authorised Service Agent (refer to Fasco website [www.fascoap.com](http://www.fascoap.com))

To assist our Warranty Officer/nominated Warranty Agent when returning product, please record the PRA Number clearly on the exterior of the packaging and enclose with the goods the following documentation:

- 1/ Completed Fasco PRA Form.
- 2/ Copy of your original purchase invoice.
- 3/ Credit claim with a description of the defect or problem.

It is important to pack the goods properly as damage to product in transit to Fasco or Fasco Service Agent may invalidate warranty. The goods must be returned within two weeks & marked to the attention of the Warranty Centre.

Our Warranty staff will contact you if they detect situations below:

- Discrepancy in the product (ie. Quantity or model )
- Discrepancy in the fault description
- Product non-warranty fault.

### **Repair by Other than a Fasco-Authorised Service Agent**

Repairs made by non- Fasco approved service agent renders warranty void.

### **Repairs or Replacement Within the Scope of the Warranty**

If a Fasco product is defective due to Fasco workmanship or materials and the defect occurs during the warranty period, then Fasco will either repair the product or replace it with a new one, at Fasco's sole discretion. Fasco is not responsible for removal and shipping of any Fasco product to either Fasco or appointed service agent, the reinstallation of the Fasco product upon its return to the customer, or any incidental or consequential damages resulting from the defect, removal, reinstallation, shipment or otherwise.

### **Repairs Outside the Scope of the Warranty**

Other problems may impact on applications and can be due to improper maintenance, faulty installation, non-Fasco additions or modifications or other problems not due to defects in Fasco workmanship or materials. If the Fasco Authorised Service Agent determines that the problem with a Fasco product is not due to defects in Fasco workmanship or materials, then the customer will be responsible for the cost of any necessary parts and repairs. Customers not satisfied with a determination that a problem is outside of warranty coverage should contact the Fasco Sales Office for further consideration.

### **Rejection of Warranty**

Where faults are identified as outside the scope of our warranty, the customer will be notified. Stock will be returned direct to the customer within 14 working days and a freight cost charged to the customers account.

Additionally, if goods are found to be non warranty or no fault, a service labour fee may be charged.

### **Credit**

In the event of a decision by Fasco to issue a credit on a warranty product, Fasco will endeavour to issue a credit note within 45 days of receiving advice from a Fasco Authorised Warranty Agent.

### **Intended Use**

Our products are designed for specific customer needs and applications to ensure that the motor is suitable for particular applications/use and are not to be used outside the specific design guidelines, which will void the warranty.

### **Product Specifications**

All product specifications, applications and other information provided in Fasco's catalog and publications are subject to correction and change without notice and should be confirmed with the Fasco Sales Office prior to ordering.

## Extended Warranties

Extended warranties are available for certain Fasco products. Extended warranties are subject to the terms and conditions of this Policy in addition to the extended warranty conditions.

## No Other Warranties and Liability Limitation

This Limited Warranty and Service Policy represents Fasco's sole and exclusive warranty obligation with respect to Fasco products. Fasco's liability to a customer or any other person shall not exceed the Fasco's sales price of the applicable Fasco product. ***FASCO DISCLAIMS ALL OTHER EXPRESS AND IMPLIED WARRANTIES INCLUDING THE IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY.***

**This policy covers warranty return only. This does not exclude the rights or other legal remedy of the customers under the Trades Practices Act or other applicable legislation.**

## Comments and questions

We welcome comments and/or queries regarding our products. Please contact us at:

Customer Service  
Fasco Australia Pty Limited  
P.O Box 285  
Braeside, Vic 3195  
Australia  
Tel: 61 3 8586 1100  
Facsimile: 61 3 8586 1150

## Note:

(1) Normal Operating Conditions means:

- Ventilation: All ventilation/filter openings are to be free of dust/dirt/lint etc to ensure sufficient airflow over motor bearings/windings etc so as to maintain correct operating temperatures.
- Moisture : Unless otherwise specifically designed for all installations should be maintained in a moisture free environment.
- Voltage, Frequency, Load conditions must be within the design parameters of the product.
- The product must be used for the purpose for which it is intended and the application for which it was designed.
- Installed in accordance with the relevant Fasco instructions and other documentation.

(2) Fasco will not give warranty to their customer on product that exceeds 2 years from date of manufacture.

**APPENDICES**

**Appendix A:** MS01 302 FO02 - Product Return Authority form



MS01 302 FO02 PRA  
form