

Installation Manual
Use & Care Guide
Warranty Information

TOURBILLION Ceiling Fan

202963 202965
202964 202966
203367 203368
204807 204808



Do not dispose of electrical appliances as unsorted municipal waste, use separate collection facilities. Contact your local council for more information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the ground water and get into the food chain, damaging your health and well-being.

EGLO Lighting has a policy of continual product improvement and development, dimensions, hardware and designs may change to reflect this policy. EGLO reserves the right to discontinue or change product specifications & designs at any time without notice and without incurring obligations. The images including all features and specifications in this manual are for illustrative purposes only. Product details, images & line drawings may vary depending on specific product models.

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Thank you for purchasing your new **EGLO ceiling fan.**

To ensure a safe and successful installation, please make sure to read this manual, ensure it is on hand for your installer to refer to, and keep in a safe place for future reference.

FOR YOUR SAFETY:

1. Please read this manual carefully before attempting the assembly or installation of your new ceiling fan.
2. ALL electrical work should only be carried out by a suitably qualified and licenced electrical contractor. This ceiling fan **MUST** be installed **ONLY** by a suitably qualified and licenced electrical contractor.
3. This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
4. Do **NOT** allow children to play with this appliance, and supervise children around electrical devices at all times.
5. Before commencing any electrical work, ensure the power is disconnected and/or the mains switched off at the circuit box and ensure all pole isolation of the power supply.
6. This ceiling fan can weigh up to 15Kg. The fixing point for your ceiling fan must be of sound construction, undamaged, and capable of supporting a load 4 times the weight of the fan plus the method of attachment. Verifying the stability of the mounting structure is the sole responsibility of the consumer and qualified installer.
7. Care needs to be taken to ensure the installation location does not allow the fan blades to come into contact with any object or surface. There must be a minimum of 30cm clearance between the blade tip (end) and the nearest wall or object. Reduced clearances to walls or ceilings can also reduce the amount of air your fan can move.
8. The installation must also allow for a minimum clearance of 2.1m between the floor and the bottom of the blades. The installation must allow for a minimum of 3.0m between ceiling fans.
9. The fan must be earthed.
10. The fan must be connected to a mains supply only. Fans connected to alternate power systems such as Solar, Wind, Battery etc will not be covered under the terms of this warranty.
11. Use **ONLY** the EGLO controller supplied with your fan. Use of non-standard or solid-state dimmer type controllers can cause inferior performance, and permanently induce a humming noise in your fan motor which cannot be repaired, and which will not be covered under warranty.
12. Do **NOT** change the direction of your fan whilst it is spinning. **ONLY** change the direction after the fan blades have come to a complete stop.
13. Do **NOT** insert any object into the fan blades whilst in operation, as this can cause damage to the fan, and personal injury.
14. Do **NOT** use ceiling fans and gas appliances in the same room at the same time.
15. Only globes specified on the products rating label are to be used in EGLO ventilation products.
16. All EGLO products are warranted to be free from defects in Workmanship and materials provided the products are used with a voltage supply within the range the product is designed to operate.
17. This fan is designed for use indoors only.
18. EGLO lighting will not be liable for any advice given to the consumer from any of our suppliers or third parties, related or otherwise.
19. Proper performance relies on the right fan being correctly installed in the optimum location. Fans that do not perform as expected and which are not faulty cannot be replaced or exchanged under warranty.
20. The important safeguards and instructions in this manual are not designed to cover every possible condition or circumstance. It is understood that common sense, caution and care are factors that cannot be built into the product, those using and maintaining this product must supply these factors.

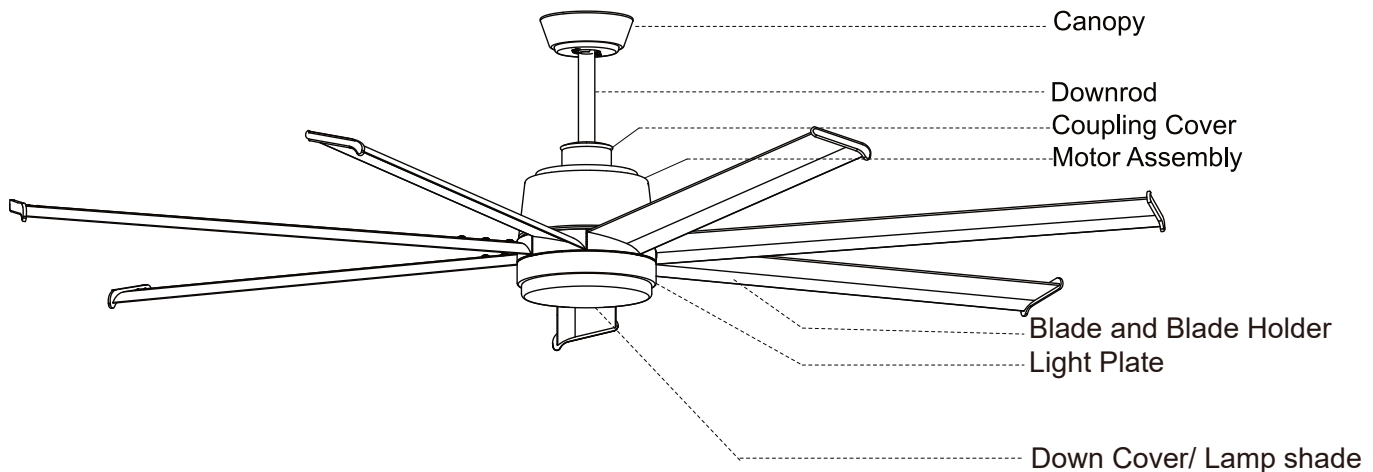
SPECIFICATIONS:

- o Input: 220-240 V, 50 Hz
- o Wattage: 47W: 202963, 202964, 203367, 204807
58W: 202965, 202966, 203368, 204808
- o Weight: 12.8 Kg: 202963, 202964, 203367, 204807
14.4 Kg: 202965, 202966, 203368, 204808

BEFORE INSTALLATION:

- Carefully unpack your fan on a soft surface to avoid damage to the fan finish.
- Do not lay the motor housing on its side, as the decorative housings may become bent or damaged.
- Check that all parts are present before commencing assembly. Refer to Parts List.
- If any parts are missing, carefully check the packaging, polyfoam and plastic bags for the missing parts, and if they cannot be located, contact EGLO for assistance before commencing assembly or installation.

PARTS LIST:



TOOLS REQUIRED:

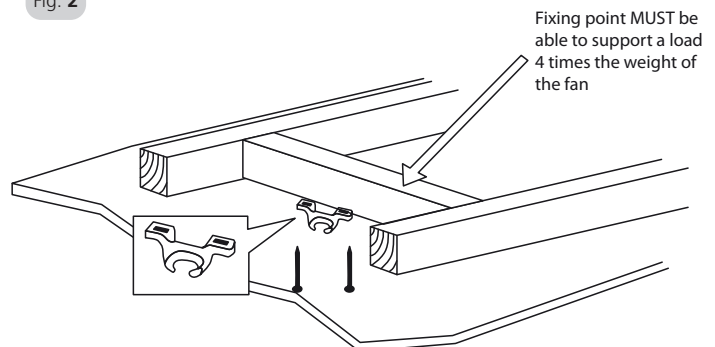
- Phillips head screwdriver
- Flat head screwdriver
- Pair of pliers
- Wire cutter
- Ladder
- Wiring supply cable as required by AS/NZS 3000 wiring rules.

Note: The use of electric drivers can overtighten the screws and damage threads, DO NOT use power tools for tightening screws.

SELECTING A LOCATION:

1. The ceiling fan must be installed in a location so that the blades are a minimum 300mm spacing from the tip of the blade, to the nearest objects or walls.
2. The ceiling fan must be installed in a location so that the blades are a minimum 2.1 m above the floor.
3. The fixing point for your ceiling fan must be of sound construction, undamaged, and capable of supporting a load must be 4 times fans weight and the method of attachment. If the location does not have a solid mounting point, you will need to install a timber support between two ceiling joists. Refer to Figure 2.
4. Many EGLO fans are designed for indoor use, though they can also be installed in appropriately covered alfresco areas where the fan is fully undercover with a minimum of 2 walls. This fan is not waterproof. When installed in an alfresco area, the ceiling fan must be installed in a location protected from water, wind, dust and salt. Exposure to these elements will void the warranty. In tropical areas of Australia, increase the distance from the fan to the edge of the roof. Mounting the fan in a situation where it is subject to water or moisture is dangerous.

Fig. 2



NOTE: Image is for representation only, and does not represent the actual bracket.

INSTALLING THE HANGING BRACKET:

1. Install the hanging bracket to the ceiling joist or timber support with the long installation screws provided. Pass the screws through the slotted holes in the hanging bracket and secure to the ceiling. Refer to Fig. 3
2. Ensure that at least 30mm of the screw is threaded into the ceiling joist or timber support.

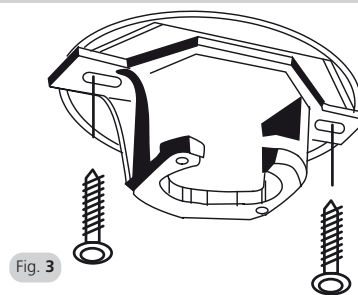


Fig. 3

Note: The fixing screws included are designed for use with timber ceiling joists, for all other materials, the appropriate fixing screws will need to be purchased.

Note: Given the weight of your Tourbillion fan, it is not recommended for use on sloped or angled ceilings. Use on flat ceilings only.

ASSEMBLING AND INSTALLING THE FAN:

IMPORTANT: Check that the power is disconnected and/or the mains switched off at the circuit box to ensure all pole isolation of the power supply.

1. Assemble the canopy and coupling cover over the downrod. Refer to Fig 4.
2. Insert the wiring loom from the motor into and through the downrod. Refer to Fig 5.
3. Align the holes at the bottom of the downrod with the holes in the collar on top of the motor housing. Carefully insert the bolt through the holes in the collar and downrod. Be careful not to jam the pin against the wiring inside the downrod. Insert the R pin. Refer to Fig 5.
4. Ensure the downrod is clamped firmly with the two set screws on the coupling to prevent shaking and wobble during operation. Refer to Fig 5.
5. Re-check that all screws are properly tightened.
6. Install the safety cable to the ceiling by the screw and washer, and carefully lift the fan assembly up to the hanging bracket. Seat the down rod ball assembly into the bracket, ensuring the registration slot of the hanger ball is positioned on the stopper of the hanger bracket to prevent the fan from rotating when in operation. Refer to Fig 6.
8. Wire the ceiling in accordance to; "Wiring Connections".
9. After completing the mains electrical connection at the terminal block, connect the ceiling fan wiring by connecting the quick connector plugs. Refer to "Wiring Connections".
10. Slide the receiver into the 'slot' in the hanger bracket, connect, and store all wires neatly.
11. Raise the canopy up to the hanger bracket, and carefully tuck cables inside the canopy as you slowly raise it to the ceiling. Particular care must be given to ensure that no wires are damaged during this step, especially the remote antenna. Fix the canopy by twisting clockwise to lock into place, and secure with the canopy screws provided, and tighten firmly. Refer to Fig. 7.
12. Attach the blade holders to the blades using the 3 screws provided.

Fig. 4

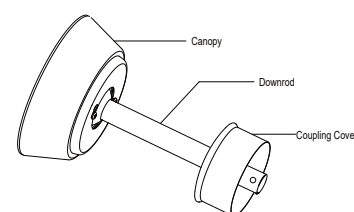


Fig. 5

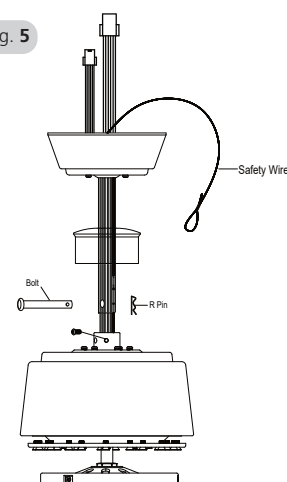
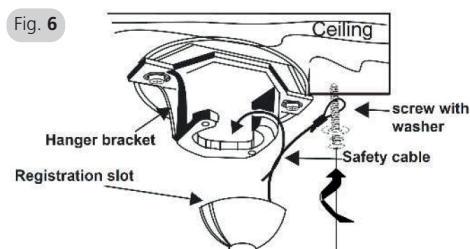


Fig. 6



13. Working one blade at a time, remove the blade holder screws from the motor, align the holes on the blade holder with the holes on the motor, and attach using the screws and washers provided. Refer to Fig. 8.

14. Re-check that ALL screws are properly tightened.

15. Remove the 3 screws on the fitter plate. Align the slotted holes on bottom cap and fitter plate and fix with the 3 screws. Refer to Fig. 9.

WITH LIGHT:

Remove the 3 screws on the fitter plate, connect the plug connectors from the fan to the plug connectors on the light plate, align the slotted holes on the light plate and fitter plate, and attach with the 3 screws. Refer to Fig. 9.

16. Install the down cover or light shade by twisting clockwise onto light plate. Refer to Fig. 9.

Fig. 7

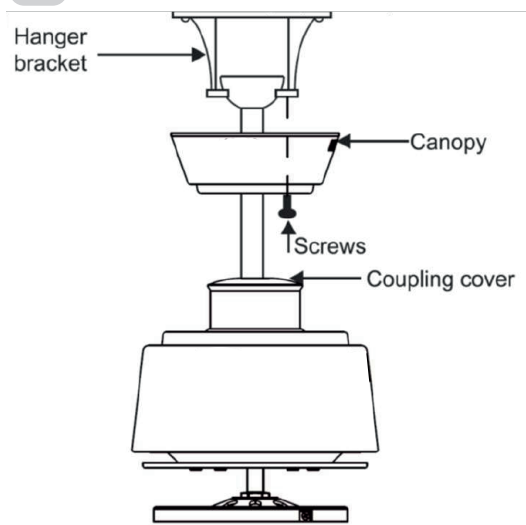


Fig. 8

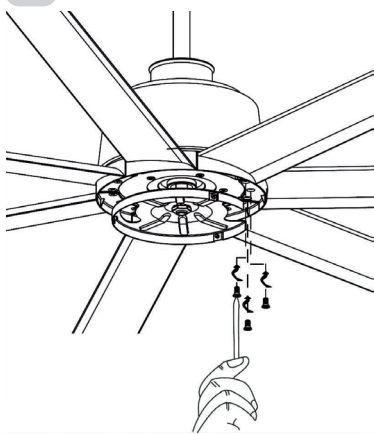
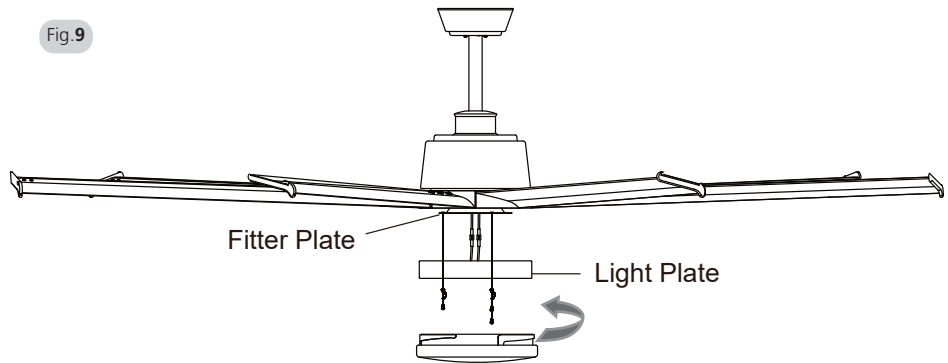


Fig. 9

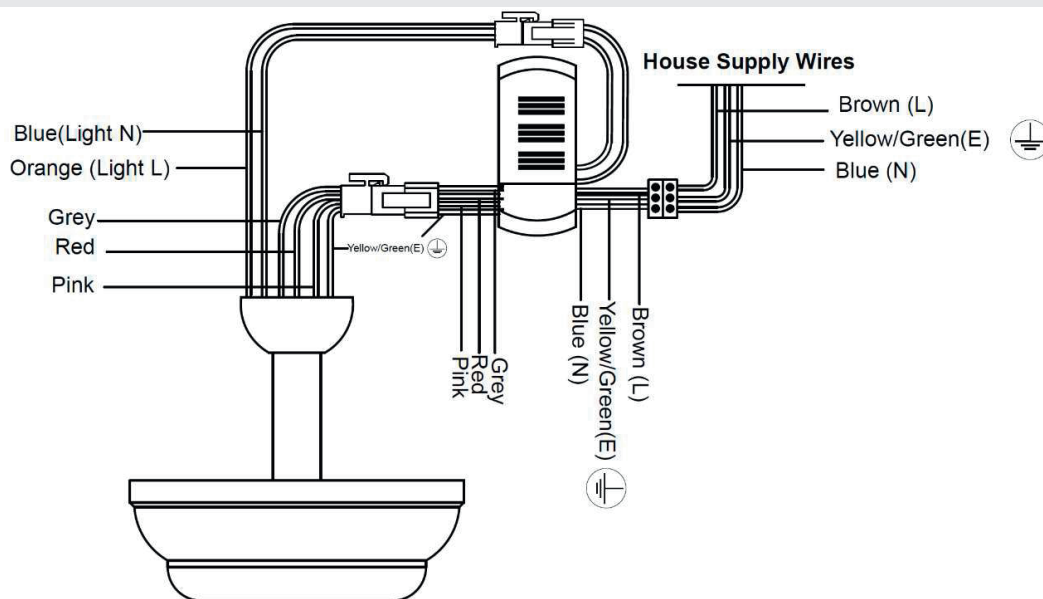


Note: The use of electric drivers can overtighten the screws and damage threads, DO NOT use power tools for tightening screws.

WIRING CONNECTIONS:

WARNING:
FOR YOUR SAFETY ALL ELECTRICAL CONNECTIONS MUST ONLY BE UNDERTAKEN BY A QUALIFIED AND LICENSED ELECTRICIAN.

Note: For safe use of this fan, and all-pole disconnection MUST be incorporated into the fixed wiring in accordance with the wiring rules. As outlined in clause 7.12.2 of AS/NZS 60335-1 for meeting the minimum electrical safety of this standard. A single-pole switch also must be placed in the same room as the fan as per local wiring regulations AS3000.

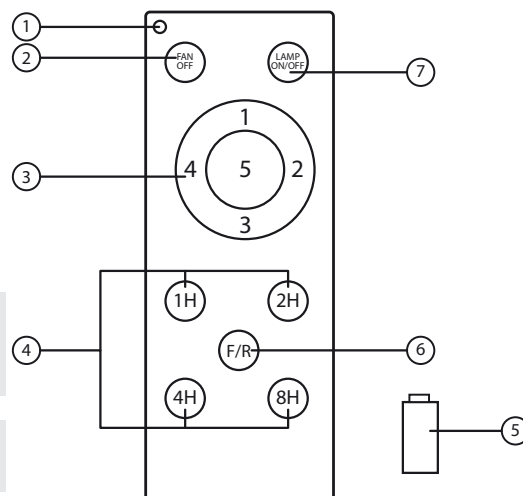


OPERATING YOUR REMOTE CONTROL:

1. LED Indicator light
2. Turn the fan OFF
3. Fan speeds (1= Low, 5= High)
4. Timer control for the fan
(1H= Fan stops after 1 Hour, 8H= Fan stops after 8 Hours)
5. Battery for transmitter (not included)
6. Direction of the fan (Forward/Reverse)*
7. Turn the light ON/OFF

F/R* – Press and hold for 3 seconds to operate. The fan will slow down and change direction. During the slow down period, the fan speed function is disabled until direction has been changed

Note: If not using the fan and remote for extended periods, remove the battery from the transmitter.



CODE LEARNING MODE:

The remote control has been pre-paired with the fan for your convenience, however should you ever need to replace the remote control, follow these simple steps:

1. Within 30 seconds after the receiver is powered ON (connected), aim the transmitter towards the receiver and press the "FAN OFF" button on the transmitter for 2~3 seconds.
2. When you hear a "beep", the digital pairing is complete, and you can operate the fan normally.

Note: Please notice that the digital pairing will not function after 30 seconds since the receiver is powered on.

If the transmitter and receiver are not working or working properly, check:

1. The battery is in the correct position and making good contact, and replace batteries if necessary.
2. Is there any other radio frequency or remote-controlled devices nearby, devices using the same frequency can interfere with each device?
3. Low voltage in the batteries can affect the operation and signal reception. The LED indicator light will flash when the battery is low, replace the battery immediately.

REVERSE FUNCTION:

Your ceiling fan can operate either in fan mode or reverse fan mode.



SUMMER (Forward)

For a cooling effect during summer, your fan should run in a counter clockwise direction, forcing the room air down and outwards creating a wind chill effect that makes you feel cooler.



WINTER (Reverse)

During the winter, your fan should run in a clockwise direction at low speed. This will gently draw the warmer air down from the ceiling, balancing the rooms temperature, and allowing you to lower your heating thermostat.

CLEANING AND MAINTENANCE:

All EGLO ceiling fans need be maintained regularly to ensure performance is maintained.

Your fans natural movement can cause screws to loosen. Every 6 months, check that ALL screws are securely tightened with a screwdriver. All EGLO ventilation products should be cleaned regularly to insure against corrosion from salt, dust and moisture, both externally and internal (where allowed and possible).

For cleaning, a soft brush or lint-free cloth should be used to prevent scratching the finish. Surface smudges or an accumulation of dirt and dust can easily be removed by using a mild detergent and only a slightly dampened cloth.

Note: Do NOT use abrasive cleaning agents as they may damage the finish.

RIPPLE CONTROL:

Electricity distributors through Australia, particularly areas of NSW and QLD use a ripple control signal on their distribution networks to remotely control demand devices like off-peak hot water heaters, and to implement differential tariffs.

Ripple control adds a high frequency signal on top of the standard Australian 240V AC 50Hz power supply, and some electrical appliances can be sensitive to this high frequency signal. It is mainly devices like fans, toasters and non-dimmed or dimmed lights that can potentially be affected by the ripple control signal. The result could be buzzing noises from fans, or flickering lights at certain times of the day.

Different ripple control signals may be used at different times and can affect different products at different times of the day.

However, even if there is a ripple control signal present in your power grid, it doesn't necessarily mean that you will see its symptoms, because not all properties will be affected in the same way.

There can be a strong amplification of the signal in certain areas of the grid, caused by various factors related to the impedance of the supply grid itself, and this can cause symptoms, even if the product has seemed unaffected before.

Energy efficient LED lighting can be very susceptible to any variation in the power supply, and will be much more affected by the ripple signal than other lighting loads.

Note: Ripple control noise is NOT covered by warranty. Service calls based on noise where the signal filter has not been fitted, and a genuine fault cannot be found by our qualified service agent, will result in you being charged the cost of the service call.

TROUBLE SHOOTING:

**WARNING:
CEILING FAN MUST BE SWITCHED OFF AND ISOLATED
BEFORE COMMENCING ANY TROUBLE SHOOTING**

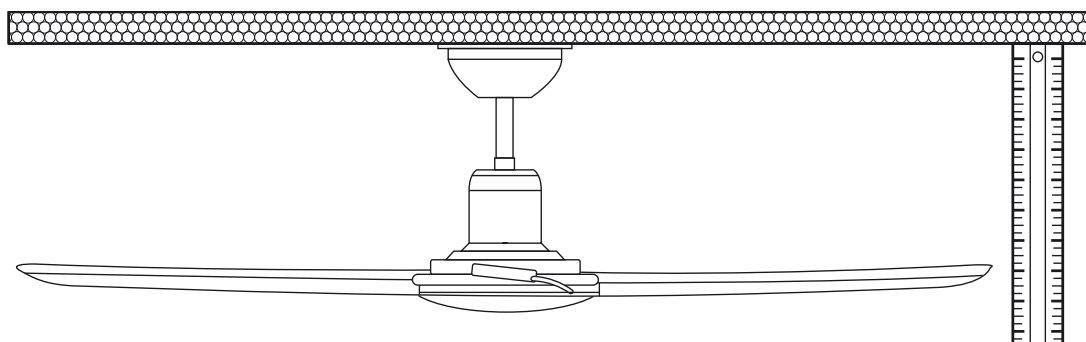
WOBBLE / BALANCE:

Please note that all ceiling fans are not the same, even fans of the same model, some may move more or less than others. Movement of a few centimetres is quite acceptable, and does not suggest the fan will fall if installed correctly.

All ceiling fan blades are weighed and grouped by weight. It is impossible to eliminate wobble altogether and should not be considered a fault. Ceiling fans tend to move during operation because they are not generally rigidly mounted.

To reduce the fan wobble:

- Check that all screws which fix the mounting bracket and down rod are tightly secured.
- Wobble may result from inconsistent blade level. Check this by measuring from the tip of the blade to the ceiling, and repeat on every blade.



If the measurements are different;

1. Check that the blade screws are not overly tightened, or loose, causing the tip of the blade to be unlevelled.
2. Out of shaped blades can unbalance the fan and cause wobble. Check by removing all blades and stacking on a flat level surface, and ensure all blades are a uniform shape.
3. Interchanging adjacent blades can redistribute the weight and result in smoother operation.

WARNING: *If unusual oscillating movement is observed, stop using the ceiling fans immediately, and contact the customer care hotline.*

BALANCING KIT:

A balancing kit may be required to balance the ceiling fan at some stage if it becomes unbalanced over time. Please refer to the instructions contained with the balancing kit for details of how to use.

NOISE:

When it is quiet, especially at night, you may hear occasional small noises. Slight power fluctuations and frequency signals superimposed in the electricity for off-peak hot water control, may cause a change in fan motor noise. THIS IS NORMAL.

Please allow a 24-hour “settling-in” period, as most noises associated with a new fan disappear during this initial period. Please note that this is not a product fault and as such is not covered under warranty. **All electric motors make noise to some extent!**

TROUBLE SHOOTING CHECKLIST:

(*) May require the assistance of a qualified and licenced electrical contractor.

PROBLEM	POSSIBLE CAUSE	POSSIBLE REMEDY
Fan will not start.	Fuse or circuit breaker blown.	Turn power OFF. Check fuses and circuit breaker. (*)
	Loose mains connections to fan.	Turn power OFF. Check connections at terminal block. (*)
	Controller/switch not in correct position.	Turn power OFF. Check that controller/switch is in the correct position.
Fan Wobbles.	Fan blades are not horizontal to the ceiling.	Refer to ‘WOBBLE / BALANCING’ section of this manual.
	Blade screws are loose.	Check that all screws are securely tightened. Do NOT over-tighten.
	Blades are out of shape.	Stack blades on a flat level surface, to ensure all blades are a uniform shape. Contact your retailer for replacement blades.
	Fan hanger ball not seated correctly in hanger bracket.	Turn power OFF. Support the fan very carefully, and rotate the hanger ball to ensure the registration slot is positioned on the stopper. (*)
Noisy	Top canopy touching ceiling.	Lower the decorative canopy so that it does not contact the ceiling.
	Loose blade screws.	Check that all screws are securely tightened. Do NOT over-tighten.
	Hanging bracket not installed correctly.	Turn power OFF. Check and if necessary re-install the hanging bracket if not installed/ installed correctly. (*)
	Incorrect controller.	Turn power OFF. Change the controller to the supplied controller. (*)
	Ripple control signal noise.	Turn power OFF. Install the included signal Filter. (*)
	Fan needs to settle in.	Allow 24 hours of operating time to allow fan to ‘settle in’.

WARRANTY CLAIMS ON INSTALLED PRODUCTS:

EGLO Lighting (EGLO) will not be liable for charges incurred by the consumer for rectification, deinstallation or reinstallation unless approved by EGLO management in writing.

All claims are to be submitted in writing to head office with a copy of the original purchaser's receipt, a copy of the certificate of compliance or installers invoice including qualified installer licence number and a completed Warranty Claims Form. Incomplete submissions will not be considered.

1. AUSTRALIAN CONSUMER LAW:

The benefits given to you the consumer in this warranty document are in addition to your other rights and remedies under a law in relation to the products to which this warranty document relates.

"YOUR CONSUMER RIGHTS": "Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure."

Subject to "Your Consumer Rights" outlined above, but otherwise to the maximum extent permitted by law, EGLO will not be liable for any consequential or indirect loss or damage suffered or incurred by you in relation to an EGLO product, including but not limited to loss of use, loss or damage for business interruption, or profits.

2. LIMITED REPAIR / REPLACEMENT WARRANTY:

EGLO offers the original purchaser a repair or replacement of the EGLO product in cases where the product fails due to defective materials or workmanship when installed and operated under normal domestic/residential conditions for 6 years from the date of original purchase. Please refer to the warranty period listed on each product to determine the warranty period which EGLO grants to the original purchaser of the EGLO product. The warranty period begins from the date of purchase. Also, please refer to WHAT IS NOT COVERED.

You must provide proof of purchase (such as the original dated purchase receipt/invoice) from an authorised EGLO reseller to make a warranty claim. You must also provide a certificate of compliance or installers invoice including qualified installers licence number. Warranty claims submitted without this documentation WILL NOT BE ACCEPTED. This warranty will not apply if the ceiling fan is installed by anyone other than a qualified and licensed electrical contractor.

Light Globes (if supplied) are done so as a complimentary (free) item only, and not covered by warranty.

The remote-control receiver is covered by a replacement only warranty.

Resetting/Changing of DIP switches in remote controls is not covered by warranty and a service call fee WILL apply.

Batteries (if supplied), are done so as a complimentary (free) item only, and are not covered by warranty.

REPAIRS / REPLACEMENTS

EGLO products presented for repair may be replaced by refurbished goods of the same type rather than being repaired at the discretion of EGLO. Refurbished parts may be used to repair the goods to proper order.

BALANCE OF WARRANTY

To the maximum extent permitted by law, any product replaced, repaired or refurbished by EGLO is covered only by the balance of the warranty period remaining from the date of original purchase of the original EGLO product.

3. IN-HOME WARRANTY:

In addition to the limited warranty terms set out under section (2) above, the in-home warranty applies for a certain period from the date of original purchase, to all ceiling fans products which are hard wired to the electricity supply at residential premises, and are required to be installed by a licensed electrician.

Where a consumer asserts that a product installed in-home is faulty, and a EGLO service agent attends the property, **A SERVICE CALL FEE WILL BE CHARGED TO THE CONSUMER IF:**

1. The product is deemed to be a non- EGLO product.
2. There is nothing wrong with the EGLO product or to the extent that the failure is not a failure of the product to perform in accordance with its published features and specifications as reasonably determined by EGLO.
3. The original installation of the EGLO product was not carried out by a qualified and licensed electrician.
4. The installation is not performed in accordance with the relevant EGLO product installation instructions and all relevant local legislation, regulation and by-laws.
5. The defects have been caused by incorrect installation, application, operation, abuse or misuse by the consumer of the EGLO product.

The cost of repairs and/or service call where the fault is due to the installation and not due to faulty materials or manufacturing workmanship, will be payable by the consumer at the time of the repair.

Failure in part of the consumer to pay for the service call in case of any of the above, will result in the balance of the warranty being void, until all outstanding amount including taxes and costs have been recovered in full.

In cases of in-home repair/replacements in areas outside the coverage of EGLO service agents, EGLO will reimburse customers a standard fee of \$82.50 (Inc. GST) for using their own electrician. To the maximum extent permitted by law, in cases where the installed product is outside the coverage of EGLO service agents, EGLO reserves the right to request a different electrician attend to the service call, if there is reasonable expectation that the fault may be the result of something other than the EGLO product. **BEFORE CALLING YOUR ELECTRICIAN**, contact EGLO to make a service request with the EGLO warranty department and obtain an Approval Reference Number (ARN). Reimbursements will not be made for call-out fees or other costs without prior approval in writing of the EGLO warranty department.

In the circumstances where an emergency has arisen out of normal business hours and the EGLO warranty department cannot be contacted to dispatch a service agent to the premises, EGLO will reimburse customers their reasonable costs (as determined by EGLO) for using their own electrician.

4. WARRANTY TRANSFER:

If the ownership changes on the dwelling/premises where the EGLO product is installed, the balance of the warranty period passes to the new owner provided the original proof of purchase (such as the original dated purchase receipt) from an authorised EGLO retailer is retained by the new owner. In addition, a certificate of compliance for the installation from the installing electrician is required for products requiring installation by licensed electricians.

Failure to transfer of these documents will result in the balance of the warranty being void.

5. WHAT IS NOT COVERED:

Subject to "Your Consumer Rights", but otherwise to the maximum extent permitted by law, the EGLO warranties provided in this document will not cover the following:

1. EGLO products that are not purchased from an authorised retailer in Australia and installed in Australia.
2. Where installation was not carried out by a qualified and licensed electrical contractor or where evidence of installation by a qualified and licensed electrical contractor cannot be presented.
3. EGLO products not installed in accordance with the product's installation instructions or specifications.
4. EGLO products not operated in accordance with the instructions for use, or specifications.
5. EGLO products that have been modified in any manner, painted or used with non-standard blades, controllers (Including capacitors/ drivers), or mountings.

6. Changes to the ceiling fan motor or blades, plated and or painted finishes due to climatic conditions (moisture, salt, dust etc) or after 6 months from the date of original purchase.
7. Defect, damage or failure to a EGLO product resulting from misuse, accident, neglect, abuse, tampering, modifications or unauthorised repairs of any kind by any person.
8. Damages not caused by a fault in the EGLO product materials or workmanship.
9. Defect, damage or failure to a EGLO product resulting from any acts of God, including damages from lightning, power grid fluctuations, or power surges.
10. Replacement of light sources (globes) unless specified.
11. Replacement of batteries supplied with certain products.
12. Power supply "noise", intermittent "humming" or other influences from mains power delivery infrastructure. Signals sent through the power grid by the electricity provider for the control of off peak hot water, street lights and other devices may cause an intermittent humming noise in your EGLO product. Filters for blocking & reducing such signals are available in Australia at the customer's expense. These noises do not indicate the EGLO product is faulty.
13. Damage caused by alternative power systems (for example: solar inverters, etc.).
14. Water damage of any kind caused by inappropriate placement of fittings not IP rated for that location.
15. The cost of renting, obtaining and using special access equipment (i.e. scaffoldings, scissor lifts, etc.) for accessing products installed at a height of greater than 3.0 meters.
16. Travelling costs incurred by EGLO personnel or service agents traveling greater than 25 Km from an EGLO service agent base. The purchaser must meet these traveling costs.
17. Transportation and in-transit insurance costs, if the product or parts thereof have to be returned for repair or replacement to the retailer or the authorised service agent.
18. Non-structural corrosion damage of non-316 stainless steel components such as surface rust or minor rust.
19. Except in the case of pre-packed integrated light models, light fittings attached to the fan are not covered by this warranty. Where the fan is pre-packed complete with a light, the light fitting will be covered by LIMITED REPAIR / REPLACEMENT WARRANTY.
20. Faults deemed cause by a lack of regular maintenance, e.g. screws and nuts becoming loose.

6. COMMERCIAL USE:

EGLO products which are specifically designed for commercial use are designated as Commercial Use Products on the product packaging.

All other EGLO products are designed for domestic use only.

This product is not designed or intended for industrial or commercial use

WARRANTY CONDITIONS:

- This warranty is for 240V 50Hz products originally purchased and installed in Australia ONLY.
- Installation must be performed by a qualified and licensed electrician. The warranty will not apply if the product is installed by other than a qualified and licensed electrician.
- Problems arising from incorrect installation are not covered by warranty.
- The cost of repairs and/or service call arising from incorrect installation, not due to faulty material or workmanship in accordance with the EGLO warranty, will be payable by the purchaser at the time of repair.
- This warranty is only valid for appliances used according to the manufacturer's instructions.
- The manufacturer does not accept liability for any direct or consequential damage, loss or other expense arising from misuse or incorrect installation and operation of the appliance.
- Warranty will only be provided where proof of qualified electrical installation is provided. E.g. Electrical Safety Certificate.
- Warranty will not be provided if installation is without an all-pole disconnection incorporated in the fixed wiring in accordance with the wiring rules.
- The manufacturer will not accept in home expenses unless authorisation is granted prior to work commencing, and a Approval Reference Number (ARN) allocated by EGLO.
- Where a service call is undertaken and no fault is found with the ceiling fan, or where the fault is not covered under the terms of this warranty, a call-out fee may be charged.
- This product is not designed or intended for industrial or commercial use.

HOW TO MAKE A WARRANTY CLAIM:

- Limited repair/replacement warranty:** Please return the faulty EGLO product together with a copy of the proof of purchase, and if required, a certificate of compliance for the installation of the product by the licensed electrician who installed the product, to the authorised EGLO retailer where the product was purchased. To the maximum extent permitted by law, the customer must bear the costs and expenses of claiming under this warranty, including but not limited to the cost incurred in freight, postage, handling, travel, dismantling or reinstalling the product.
- In-home repair/replacement warranty:** Where an in-home warranty applies, please phone the EGLO customer care hotline 1800 254 448 in Australia and do not phone or return the product to the retailer. Do not uninstall or return a hard-wired product to the retailer unless advised to do so by a EGLO customer service representative. This warranty does not cover installation faults, house wiring faults, loose blades or fittings or damage of any kind. Claims regarding corrosion damage are subject to case by case appraisal.

IN THE CASE OF MISSING ACCESSORIES OR PARTS, PLEASE CONTACT EGLO CUSTOMER SERVICE BEFORE COMMENCING INSTALLATION OF THE PRODUCT. IF YOUR PRODUCT IS DEFECTIVE OR EXCESSIVELY NOISY, PLEASE FIRST REFER TO THE TROUBLE SHOOTING SECTION OF THIS MANUAL AND PERFORM ALL CHECKS, AND THEN CONTACT EGLO CUSTOMER SERVICE BEFORE THE ELECTRICIAN LEAVES THE RESIDENCE WHERE THE INSTALLATION IS TAKING PLACE.

To help us assist you with your claim, please complete the enclosed warranty form in full.

WARRANTY CLAIM FORM

APPROVAL
NO:

PURCHASE DETAILS			
Store Name:			
Date of Purchase:		Receipt:	YES <input type="checkbox"/> NO <input type="checkbox"/>
Contact Person:		Store Ph.:	

CUSTOMER DETAILS			
Name:			
Address:			
City, Suburb:		State:	
Postcode:		Ph-Home:	
Ph-Mobile:		Ph-Work:	
Email:			

INSTALLER DETAILS			
Name:			
Licence No.:		Install Date:	
Cert of Elect Safety:	YES <input type="checkbox"/> NO <input type="checkbox"/>	PH - Mobile:	
Email:			

PRODUCT DETAILS							
EGLO Model No.:	202963 <input type="checkbox"/>	202965 <input type="checkbox"/>	202964 <input type="checkbox"/>	204807 <input type="checkbox"/>			
	203367 <input type="checkbox"/>	203368 <input type="checkbox"/>	202966 <input type="checkbox"/>	204808 <input type="checkbox"/>			
Fault Details:							
Remote Control:	YES <input type="checkbox"/> NO <input type="checkbox"/>	Model No.:					

EGLO USE ONLY			
Date:		Electrician:	
Quote No.:		Cost to Rectify:	
Approved By:		Signed:	

Please email this form, together with a copy of your purchase receipt, and installers invoice to
EGLO LIGHTING: warranty@eglolighting.com.au, or call **1800 254 448** for assistance.



EGLO LIGHTING AUSTRALIA

5/339 Archerfield Road
Richlands
Queensland 4077
www.eglo.com.au