

Installation Manual
Use & Care Guide
Warranty Information

SURF Ceiling Fan

48": 20549601, 20549602, 20549616, 20549617

52": 20549801, 20549802, 20549816, 20549817

60": 20550101, 20550102, 20550116, 20550117

SURF Ceiling Fan & LED Light

48": 20549701, 20549702, 20549716, 20549717

52": 20549901, 20549902, 20549916, 20549917

60": 20550201, 20550202, 20550216, 20550217

Smart USB Module

205503 (sold separately)



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.

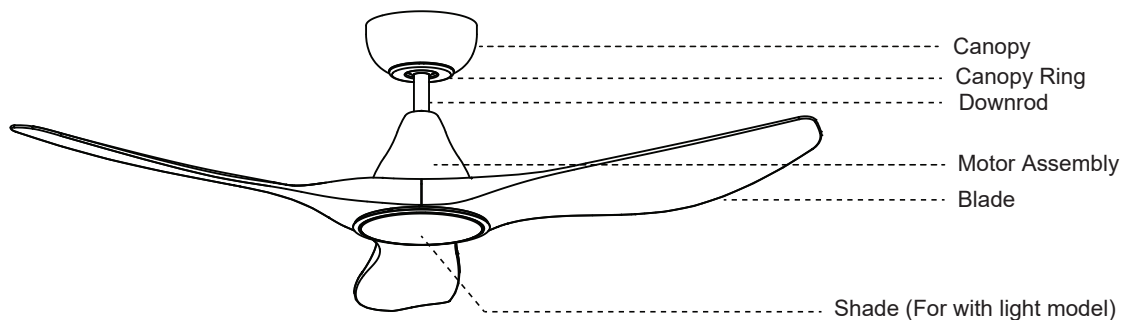
FOR YOUR SAFETY:

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. 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.
4. The fixing point for your ceiling fan must be of sound construction, undamaged, and capable of supporting a load of 35Kg, or 4 times the weight of the fan plus the method of attachment, whichever is greater. Verifying the stability of the mounting structure is the sole responsibility of the consumer and qualified installer.
5. 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 60cm clearance between the blade tip (end) and the nearest wall or object. Reduced clearances to walls or ceiling can not only reduce the amount of air your fan can move, but also cause your fan to de-stabilise.
6. The installation should also allow for a clearance of 2.1m between the floor and the bottom of the blades. The installation should allow for a minimum of 3.0m between ceiling fans.
7. The fan and the hanging bracket must be earthed.
8. 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.
9. 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.
10. Do NOT allow children to play with this appliance, and supervise children around electrical devices at all times.
11. Use ONLY the EGLO controller supplied with your fan, or a suitable EGLO controller designed specifically for your fan. Use of non-EGLO or solid-state dimmer type controllers can reduce speed and airflow, and can additionally damage your fan motor which cannot be repaired, and which will not be covered under warranty.
12. For My Control smart compatible ceiling fan models, use only the EGLO My Control Smart USB accessory to enable control of your ceiling fan via a smart device. Use of non-EGLO USB smart accessories can reduce functionality and additionally damage your ceiling fan which cannot be repaired, and which will not be covered under warranty.
13. ONLY change the direction of your fan as instructed to in this manual.
14. Do NOT insert any object into the fan blades whilst in operation, as this can cause damage to the fan, and personal injury.
15. 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.
16. This fan is primarily designed for indoor use only. Some models may be able to be used in suitably covered outdoor areas please refer to 'Selecting A Location' to check if this model is suitable.
17. EGLO lighting will not be liable for any advice given to the consumer from any 3rd parties including suppliers, retailers & electricians.
18. 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.
19. 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, and those operating and maintaining this product must supply these factors.

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 eco friendly packaging and bags for the missing parts, and if they cannot be located, contact EGLO for assistance before commencing assembly or installation.

PARTS LIST - FAN:



ASSEMBLY KIT:



Blade Screws & Washers x 10

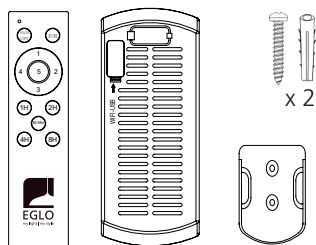


Wood Screws & Washers x 2

REMOTE KIT:

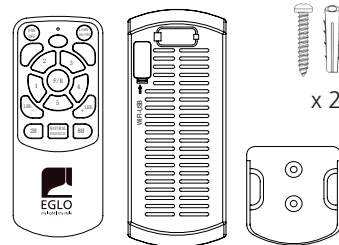
No-Light models:

- 1 x Remote control
- 1 x Wall Holder
- 1 x Receiver



Light models:

- 1 x Remote control
- 1 x Wall Holder
- 1 x Receiver

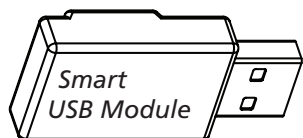


TOOLS REQUIRED :

- Phillips head screwdriver
- Ladder
- Wiring supply cable as required by AS/NZS 3000 wiring rules.

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

PARTS LIST – USB MODULE (Sold separately)



Smart USB Module

SPECIFICATIONS:

MODEL	INPUT	WATTAGE - FAN	WATTAGE - LIGHT	WEIGHT(NW)
48" No-Light	220-240Vac, 50Hz	40W	-	4.23kg
48" LED	220-240Vac, 50Hz	40W	20W	4.78kg
52" No-Light	220-240Vac, 50Hz	40W	-	4.35kg
52" LED	220-240Vac, 50Hz	40W	20W	4.90kg
60" No-Light	220-240Vac, 50Hz	40W	-	4.80kg
60" LED	220-240Vac, 50Hz	40W	20W	5.26kg

SELECTING A LOCATION:

- The ceiling fan must be installed in a location so that the blades are a minimum 60cm spacing from the tip of the blade, to the nearest objects or walls.
- The ceiling fan must be installed in a location so that the blades are a minimum 2.1m above the floor.
- The fixing point for your ceiling fan must be of sound construction, undamaged, and capable of supporting a load of 35Kg, or 4 times the weight of the fan plus the method of attachment, whichever is greater.
- If the location does not have a solid mounting point, you will need to install a timber support between two ceiling joists. Refer to Fig. 2
- Many EGLO fans are designed for indoor use, though they can also be installed in appropriately covered outdoor locations where the fan is fully undercover. This fan is not waterproof; when installed in outdoor areas, 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 some more tropical areas of Australia, it is additionally suggested you increase the distance from the fan to the edge of the roof.

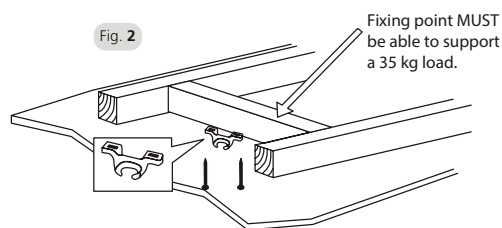


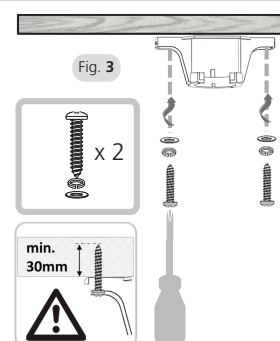
Image is for representation only, and does not represent the actual bracket.

INSTALLATION:

INSTALLING THE HANGING BRACKET:

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

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.

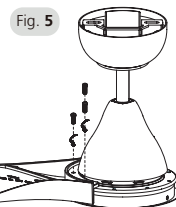


Note: Your fans hanging bracket allows for mounting on angled/sloped ceilings up to a 20-degree pitch. When mounted on angled/sloped ceilings, the hanger bracket must be installed so that the opening is facing UP the direction of ceiling pitch.

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. The downrod and canopy have been pre-assembled at the factory for your convenience. Carefully lift the fan assembly up to the hanging bracket. Refer Fig. 4
2. Seat the down rod ball assembly into the bracket, ensuring the notch in the hanger ball is positioned on the stopper of the hanger bracket to prevent the fan from rotating when in operation.
3. Install the safety wire to the ceiling, the safety wire must be adjusted as short as possible and secured until snug. Refer Fig. 4
4. Slide the receiver into the hanging bracket, making sure the arrow on the side is facing the ceiling.
5. Working one blade at a time, place the blade into the slot in the motor housing centre band, install and loosely tighten 3 blade screws and washers, and when all blades are installed tighten all screws firmly. Refer Fig. 5
6. Wire the ceiling fan in accordance to; "Wiring Connections".
7. After completing the mains electrical connection at the terminal block, connect the ceiling fan wiring by connecting the quick connector plugs.
8. Raise the canopy up to the hanger bracket, and carefully tuck any cables inside the canopy as you slowly raise it to the ceiling. Fix the canopy to the hanger bracket with the canopy screws provided, and attach the canopy ring.



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

WIRING CONNECTIONS:

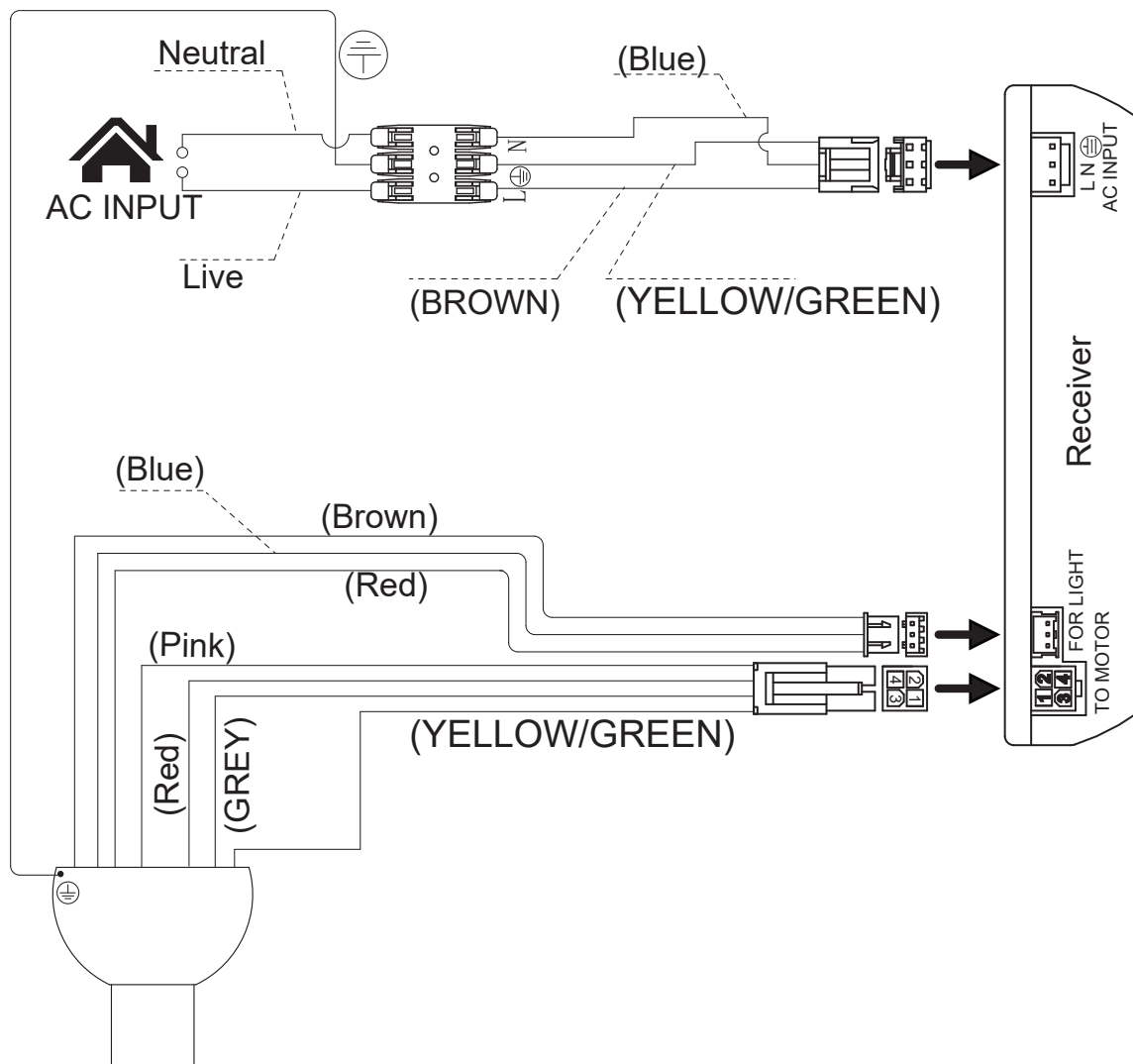
WARNING:
**FOR YOUR SAFETY ALL ELECTRICAL CONNECTIONS MUST ONLY
BE UNDERTAKEN BY A QUALIFIED AND LICENSED ELECTRICIAN.**

WARNING: For safe use of this fan, an 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. Please note warranty will be void if the installation is without a means for an all-pole disconnection incorporated in the fixed wiring in accordance with the wiring rules.

A single pole isolation switch must be also placed in the same room as the fan as per local wiring regulations AS/NZS 3000, in accordance with clause 2.3.2.2.1& 4.13.1.3 of AS/NZS 3000.

Note: If there are two or more ceiling fans installed in the one location/room, an isolation switch is required for EACH ceiling fan. This is required when programming any remote-control transmitter & receiver to pair together, and for fan servicing.

Note: The plug connector and wires "for light" are not included on non-light models.



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 or re-pair / re-sync if multiple fans are located within an area, follow these simple steps:

SINGLE FAN INSTALLATION:

Note: Blades must be attached or fan will not continue to operate.

1. Connect wiring and switch the power supply ON, the receiver will make a beep sound.
2. **Within 30 seconds** of the receiver being powered on (connected) aim the transmitter towards the receiver and press "FAN OFF" button for 10 seconds or until a beep sound is heard meaning pairing/syncing has been successful.

Note: This must be done prior to fixing canopy in place.

3. Operate and test.
4. Complete assembly of canopy.

MULTIPLE FAN INSTALLATION:

Note: Blades must be attached or fan will not continue to operate.

Important: The pairing/syncing of each fan and remote MUST be done with all other fans disconnected from the power supply.

1. Fan #1 - Connect wiring and switch the power supply ON, the receiver will make a beep sound.
2. **Within 30 seconds** of the receiver being powered on (connected) aim the transmitter towards the receiver and press "FAN OFF" button for 10 seconds or until a beep sound is heard meaning pairing/syncing has been successful.

Note: This must be done prior to fixing canopy in place.

3. Operate and test.
4. Disconnect fan #1 from the power supply, or unplug the receiver to disconnect from terminal block.
5. Repeat steps 1-3 for each subsequent fan, ensuring that each additional fan is disconnected from the power supply before moving on to syncing the next fan.
6. Only once all fans have been paired/synced and successfully tested on separate remote control transmitters, can all fans then be reconnected to power, and assembly of canopy completed.

Note: If the remote does not pair/sync, disconnect power from fan and leave disconnected for 60 seconds, before reconnecting and starting steps 1-3 again. Disconnection from power supply must be for minimum of 60 seconds.

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 batteries are low, replace the batteries immediately

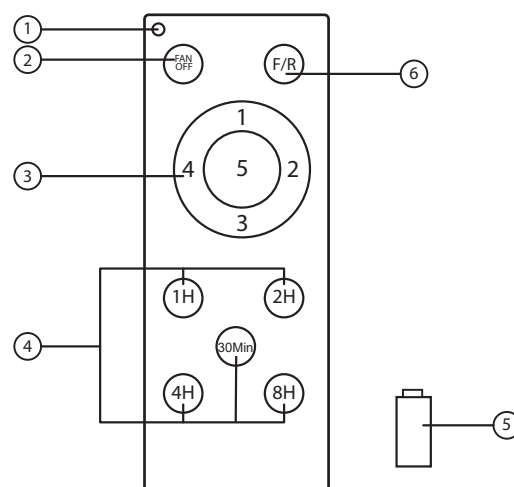
Note: If not using the fan and remote for extended periods, remove the battery from the transmitter.

OPERATING YOUR REMOTE CONTROL (NON LIGHT MODELS):




1. LED Indicator light
2. Turn the fan OFF
3. Fan speeds & ON (1= Low & Night Mode (*), 5= High)
4. Timer control for the fan
(30 Min= Fan stops after 30 minute, 8H= Fan stops after 8 Hours)
5. Battery for transmitter (included)
6. Direction of the fan (Forward/Reverse)*

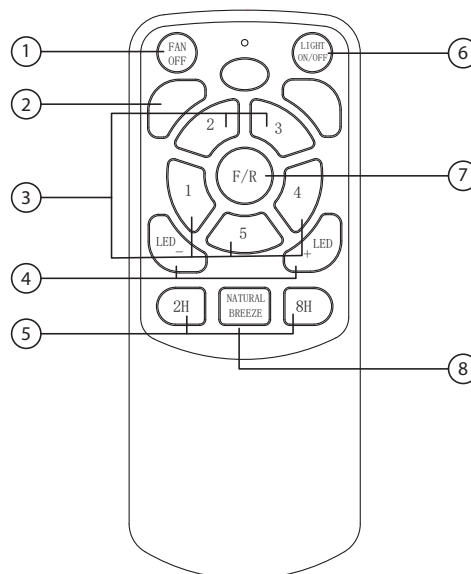
Night mode* – Press "1" and hold for 3 seconds to operate.
A beep will sound to indicate night mode has been activated.

F/R* - Press "F/R" to operate; a single beep will be heard to indicate the fan is engaging change of direction. The fan will slow and change direction, during which time, the fan speed function is disabled until direction has been changed.



OPERATING YOUR REMOTE CONTROL (Light Models):

1. Turns fan OFF
2. Colour Temperature:
 Warm White
  Neutral White
  Cool White
3. Fan Speed & ON:
 1 Lowest Speed & Night Mode (*)
 2 Low Speed
 3 Medium Speed
 4 High Speed
 5 Highest Speed
4. Increase Brightness (+)/ Decrease Brightness (-)
5. Timer:
 2H - Fan turns off after 2 Hours
 8H - Fan turns off after 8 Hours
6. Turns light ON & OFF
7. Forward / Reverse
8. Natural Breeze



Night mode* - Press and hold button "1" for 3 seconds to operate. A beep will sound to indicate night mode has been activated.

F/R* - Press "F/R" to operate; a single beep will be heard to indicate the fan is engaging change of direction. The fan will slow and change direction, during which time, the fan speed function is disabled until direction has been changed.

REVERSE FUNCTION:

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

To switch your ceiling fan between summer and winter mode, while the fan is spinning, press and hold the F/R button for 3-5 seconds or until a beep is heard. The fan will slowly stop, then reverse and the same speed.



SUMMER (Forward)

For a cooling effect during summer, your ceiling 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.

NIGHT MODE:



Your EGLO ceiling fan is fitted with 'Night Mode', an extra slow speed setting. By pressing and holding speed button 1 for at least 3 seconds or until a beep is heard. Your fan will slow to create gentle air circulation, ideal for overnight bedtime use.

NATURAL BREEZE:



Your EGLO ceiling fan is equipped with a 'Natural Breeze' function, which is a fluctuating pattern of speeds to emulate a natural breeze.

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 only a slightly dampened cloth.

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

INSTALLING AND SETTING UP USB MODULE:

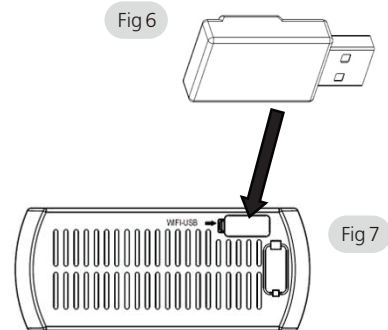


You can also conveniently control your compatible EGLO ceiling fan remotely, or simply using your smart devices, with EGLO 'my control' Smart USB Module. Whether you are at home and simply don't want to get off the couch, or on the opposite side of the world, you can operate your ceiling fan easily via your smart device.

HOW?

Turn your SURF fan into a smart fan, with an EGLO My Control Smart USB Module 205503 (sold separately). Refer Fig 6

Simply remove the USB socket cover on the existing receiver (located in the canopy) and plug in the Smart USB Module. Refer Fig 7



NETWORK AND ROUTER SETTING:

Ensure you have a WiFi network, name and password that operates at 2.4Ghz to be compatible with my control products. Your IOS/Android device will need to be connected to this network when pairing or controlling your My Control device. A minimum WiFi strength of 2 bars is necessary to connect and control your device.

DOWNLOAD THE MY CONTROL APP:

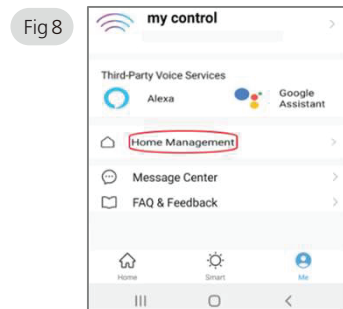
1. Download the EGLO mycontrol App from App Store or Google Play or scan the QR code.
2. Sign up to "create a new account".
3. Follow the in-app prompts to complete the set up.



CONFIGURING YOUR 'IN-APP' HOME:

(Creating a home enables the user to assign, allocate, and share the devices easily)

Upon installation of the EGLO mycontrol App, tap "Me" located at the bottom right of the screen and select "Home Management", then "Create your home". Follow the prompts to complete your selections and tap "Save". Refer Fig 8

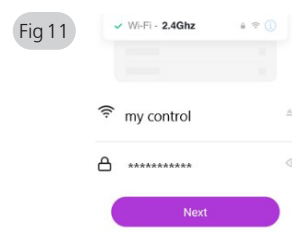
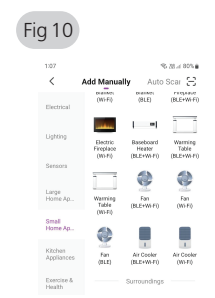
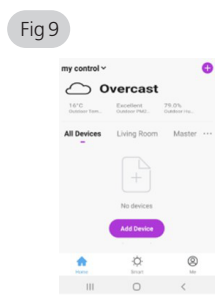


CONNECTING MY CONTROL DEVICES:

Follow the table and steps below to pair your devices.

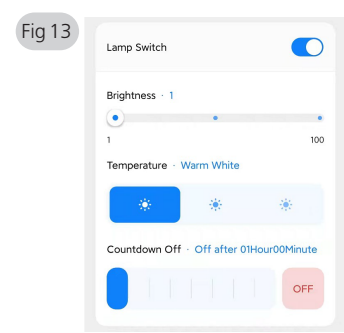
1. Press and hold the "8H" button on your remote control for 2 to 3 seconds or until you hear a "beep" sound.
2. Open the App to the "Home" screen.
3. If your device have been discovered, go to step 6.
4. From the App "Home" screen, tap "+" or Add Device". Refer Fig 9
5. Select category "Small Home Appliances" > Fan (BLE+WiFi), and tap "Add" when your device appears, and follow the prompts. Refer Fig 10.
6. Enter your 2.4GHz Wifi network name and Password (previously set up) and tap "Next". Refer Fig 11.
7. Follow the prompt to complete the pairing process.
8. Once your device is successfully added, you can "re-name" it and assign it to a room. Refer Fig 12.

Note: Re-naming the device will enable better control when linking it with the compatible devices.



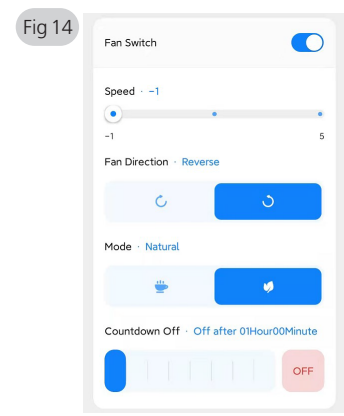
Operating Light Functions: Refer Fig 13

- Lamp Switch: Turns light On / Off
- Brightness: Set brightness from 10% to 100%
- Temperature: Switch between Warm White (3000k)
Neutral White (4000k)
Cool White (5000k)
- Countdown Off: (Light Timer) Set desired period until light turns off



Operating Fan Functions: Refer Fig 14

- Fan Switch: Turns fan On / Off
- Fan speed: '-1' = Night Mode
'1' = Speed 1
'2' = Speed 2
'3' = Speed 3
'4' = Speed 4
'5' = Speed 5
- Fan Direction: Switch between 'Forward' / 'Reverse' mode
- Natural Breeze: Switch between 'Normal' / 'Natural Breeze' mode
- Countdown Off: (Fan Timer) Set desired period until fan turns off



TROUBLE SHOOTING

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

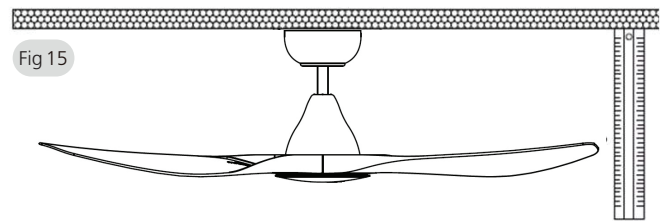
WOBBLE / BALANCE:

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 it should not be considered a fault. Ceiling fans tend to move during operation because they are not rigidly mounted.

To reduce the fan wobble:

- Check that all screws which fix the fan assembly with the mounting bracket are all 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. Refer Fig 15
- 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 blades from the same model can redistribute the weight and result in smoother operation.



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

NOISE:

When it is quiet 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.**

TROUBLESHOOTING CHECKLIST:

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

PROBLEM	POSSIBLE CAUSE	POSSIBLE REMEDY
Fan or Light 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 manual.
	Blade screws are loose.	Check that all screws are securely tightened. Do NOT overtighten.
	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 overtighten.
	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. (*)

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 prior to commencing work.

All claims are to be submitted to EGLO Warranty Department with a copy of the original purchase receipt, copy of receipt from installation (inc electrical contractor licence number), and completed EGLO warranty claims form. Incomplete submission will result in delays processing your claim.

Any additional photos, videos or information that can be supplied at the time of submission, will help expedite your claim.

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 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 conditions, for a period of 6 years (3 years parts & labour + 3 year parts only) from the date of 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 receipt from installation, including the electrical contractors licence number - if an electrical licence number cannot be supplied, your claim will be denied. This warranty will not apply if the ceiling fan is installed by anyone other than a qualified and licensed electrical contractor.

Bulbs (if supplied separately) are not covered under fan warranty.

Resetting/Changing of DIP switches in connected 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:

PLEASE KEEP THE PRODUCT INSTALLED FOR WARRANTY TROUBLESHOOTING & RECTIFICATION BY EGLO.

NOTE: EACH FAN OR FANS MUST HAVE AN INDIVIDUAL ALL POLE DISCONNECTION (ISOLATION/WALL SWITCH) PER FAN.

In addition to the limited warranty terms set out under section (2) above, the in-home warranty applies for the first 3 years from the date of original purchase, to all ceiling fans 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 an 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 fault is deemed to be with a non EGLO branded or supplied control, and not the EGLO ceiling fan.
4. The original installation of the EGLO product was not carried out by a qualified and licensed electrician.
5. The installation is not performed in accordance with the relevant EGLO product installation instructions and all relevant local legislation, regulation and by-laws.
6. The defects have been caused by incorrect installation, application, operation, abuse or misuse by the consumer of the EGLO product.

In cases of in-home repair/replacements in areas outside the coverage of EGLO service agents, EGLO will reimburse customers a standard fee of \$110.00 (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 Warranty Claim Number. Reimbursements will not be made for call-out fees or other costs without prior approval in writing of the EGLO warranty department.

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.

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.

Note: An emergency is only considered where the product is presenting an immediate & present danger. Products that have simply stopped working, or a not operating sufficiently, DO NOT constitute an emergency.

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.

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, proof of installation & licence number of the original installing electrician must be retained.

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 reseller in Australia and installed in Australia.
2. Where installation was not carried out by a qualified and licensed electrical contractor or where a valid Electrical Safety Certificate 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), or mountings.
6. Changes to the painted or plated finishes of the ceiling fan motor or blades due to climate conditions (moisture, salt, dust, etc), or after 12 months from the date of original purchase.
7. Defect, damage or failure to an 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 an EGLO product resulting from any acts of God, including damages from lightning, power grid fluctuations, or power surges.
10. Replacement of light sources (globes, LED boards, etc) 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: 'off grid' etc.)
14. Water damage of any kind caused by inappropriate placement of ceiling fans 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 metres.
16. Travel costs incurred by EGLO personnel or service agents travelling greater than 50 Km from an EGLO service agent base. The purchaser must meet these travel 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 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 caused 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 fan is not designed or warranted for commercial applications unless authorised in writing by an EGLO representative.

WARRANTY CONDITIONS:

This warranty is for 240V 50Hz products originally purchased in, 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 anyone 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.

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 Warranty Claim Number 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.

HOW TO MAKE A WARRANTY CLAIM:

For all warranty enquiries, please phone the EGLO Customer Care hotline directly on 1800 254 448, or email a completed claim form to warranty@eglolighting.com.au, along with proof of purchase & proof of electrical installation (including electrical contractor licence number).

Do not uninstall or return a hard wired product to the retailer, unless advised to do so by an EGLO customer service representative.

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.



WARRANTY CLAIM FORM

Warranty Claim No.: (EGLO Office Use Only)	
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To help us assist you with your claim, please complete the enclosed warranty form in full.

CUSTOMER DETAILS	
Name:	
Daytime Phone/Mobile:	
Email:	

ADDRESS WHERE PRODUCT IS INSTALLED			
Address:			
Suburb/Town:	State:	Postcode:	

STORE PURCHASED FROM	
Store Name:	
Date of Purchase:	

INSTALLATION DETAILS			
Electrician Business Name:			
Electrician Name:	Electrician Licence No.:		
Installation Date:	Electrician Phone/Mobile:		
Electrician Email:			

PRODUCT DETAILS			
Series Name:			Model Number:
Remote Control Accessory:	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Remote Model No.:
DC Wall Control Accessory:	Yes <input type="checkbox"/>	No <input type="checkbox"/>	DC Wall Control Model No.:
Fault Details:			

CHECKLIST - Have you supplied?

- Receipt of purchase: Yes No
- Receipt of installation/electrical safety certificate: Yes No
- photos / videos that may help fast track claim: Yes No

I confirm that I have an isolation switch installed for EACH of the ceiling fan(s) associated with this Warranty Claim. I understand that my claim cannot be processed if an isolation switch is not installed.

<p>Please email this form, together with copy of your purchase receipt & electricians' invoice to: EGLO LIGHTING AUSTRALIA warranty@eglolighting.com.au For assistance with your claim please phone: 1800 254 448</p>



EGLO LIGHTING AUSTRALIA

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