

# Warranty Policy

Congratulations on your purchase of a Big Ass Fan! We are delighted that you have chosen our product to improve the quality of your environment, and hope you'll have much pleasure using the fan for years to come.

## Warranty period

Item	Period of coverage
Hub and airfoils	Lifetime (parts)
Motor and controller	1 year (parts)
All other fan components	1 year (parts)

## What is covered?

This Warranty covers any defects in materials or workmanship under normal use and maintenance that adversely affect the ability of the fan to operate properly when the product is installed correctly according to Big Ass Fans' written installation instructions by a state qualified or licensed electrical contractor and operated pursuant to these instructions, and when such fans are purchased directly from Big Ass Fans, Big Ass Fans Affiliated Companies in Australia, or a Big Ass Fans Authorized Dealer. This Limited Warranty is subject to all provisions, conditions, limitations, and exclusions described within this document.

## Who is covered?

This Warranty extends to the original purchaser and subsequent owners, but only while the fan remains at the site of the original installation. This Warranty extends through the first installation of the fan and terminates if the fan is moved or reinstalled at a new location.

## When does the Warranty Period begin?

The Warranty Period commences on the date the product is installed, or 15 days following shipment of the product, whichever date is earlier. To obtain warranty service, the customer will be required to provide documentation verifying the date the product was installed.

## What will Big Ass Fans do?

1. During the Warranty Period, Big Ass Fans will, at its option:
  - a. Repair or replace the affected components of any defective product;
  - b. Repair or replace the defective product; or
  - c. Refund the price you paid for the product upon return of the product to Big Ass Fans, shipping and insurance prepaid.

## What are the steps required to obtain Warranty service?

1. If the fan is operating, immediately turn off the fan.
2. Contact Big Ass Fans' Technical Support Department as soon after the issue is discovered as possible by:
  - a. Calling 1-877-BIG-FANS (244-3267); or
  - b. Going online to [www.bigassfans.com/technical-support](http://www.bigassfans.com/technical-support) and completing a Technical Service form; or
  - c. Completing the Warranty Claim form and the Responsibility Agreement located in the back of the Installation Manual, and mailing the forms to Big Ass Fans Technical Support Department, 2348 Innovation Drive, Lexington, KY 40511, or by faxing them to 859-967-1695.

Technical Support is open from 8:00 a.m. to 5:00 p.m. Eastern Time, Monday–Friday, excluding major holidays. Every effort will be made to respond to all Technical Support requests within 24 hours of receipt.

3. Once the Technical Support Representative has received your warranty claim, a case will be processed. In order to process this case, please have the following information available:
  - a. Your name, address, phone number, and installation address;
  - b. Product brand name, serial number, purchase price, and verification of product installation or premises possession date;
  - c. Detailed description of the problem you have experienced.
4. If the Technical Support Representative determines that the warranty claim is valid and that a replacement part is required, the Representative will process the claim and the replacement part will be shipped to you. Included in the shipment of the replacement part will be any shipping labels and documents needed to return the original part, including a Return Materials Authorization (RMA) number.

## Steps to obtain Warranty service (cont.)

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*Note: Your receipt of the replacement part constitutes your agreement to return the failed part to Big Ass Fans within 15 days of the receipt of the replacement part delivery. If Big Ass Fans does not receive the original part, you will be invoiced for the retail cost of the replacement part and shipping, and you will be responsible for payment for the replacement part upon receipt of the invoice. Big Ass Fans reserves all rights it retains under law to collect the retail cost of the replacement part and shipping if the original is not returned as specified above.*

5. Obtaining service may involve contacting a contractor to remove, repair, or replace the fan, or to remove the fan and return it to us. The cost of labor incurred, for factory installed fans, to remove, repair, or reinstall the fans will be covered only during the first 12 months after the warranty becomes effective, and only pursuant to the terms of the definition of "Labor" below.
6. If we ask you to ship the fan back to Big Ass Fans for repairs or replacement, we will prepay the shipping and insurance for factory installed fans during the first 12 months after the warranty becomes effective; however, you will have to repackage the fan in such a way that there is no damage to the fan in transit. You will be sent any return shipment documentation necessary to help you return the fan to Big Ass Fans. If we determine that no warrantable failure occurred or defect exists, we may invoice you for these shipping costs.

Please be patient while we arrange for or undertake the necessary warranty service. We will provide you with regular status updates, as well as shipment dates, if appropriate, until your fan is back in service.

## Conditions

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1. Big Ass Fans reserves the right to make the final determination, based on its own evaluation of the fan and all components, as to whether:
  - a. The problem in question is the result of a defect in design, workmanship, or materials, and not a result of error, misuse, or abuse on the part of the customer as set forth under the exclusions detailed below;
  - b. Noise heard during operation is within normal operating levels, in which case this Warranty would be inapplicable. Note: Certain electrical, motor, or other operating noise may be impossible to eliminate due to the fan design and/or site conditions. Dissatisfaction with normal operating noise levels is not covered by this Warranty, and return of any fans for this reason will be subject to Big Ass Fans' Return Policy (see below).
  - c. Adverse site conditions, (including, but not limited to, excessive dust, heat, humidity, unstable electric service, or any other unknown or unforeseen condition that affects the proper operation of the products) improper application, or improper installation is determined to be the basis for the failure.
  - d. The problem or defect is material and requires action under this warranty; and
  - e. The remedy of repair, replacement, or refund is appropriate.
2. If Big Ass Fans determines, in its sole discretion, that the appropriate remedy under the Warranty is a refund, the refund amount will be limited to the price paid by the customer for the product alone, and under no circumstances will it include the cost of labor, shipping, handling, packaging, or any other incidental or consequential costs incurred or anticipated by the customer.
3. With respect to replacement or repair rendered, Big Ass Fans reserves the right to use replacement parts that are refurbished. Big Ass Fans warrants that the parts replaced or repaired, whether or not they have been refurbished or are original equipment, will operate properly and be free from defects in materials and workmanship for a period of 90 days from the date of shipment to the customer, or for the remainder of the original warranty period, whichever is longer.
4. A service fee, parts replacement fee, and shipping charges may be imposed if any fan is returned for warranty service that is missing components or that has been modified in any way or when we determine that no warrantable failure occurred or defect exists. Such fees and charges will vary based upon the actual material and labor costs necessary to replace missing or modified parts and to return the fan to its original factory condition.

## Return policy

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Returns must be received within 90 days of shipment. The customer will be responsible for return freight charges. A restocking fee of 25% for unopened boxes and 50% for opened boxes applies to all returns.

## What is not covered (exclusions)?

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1. Units purchased and used outside the USA and its territories, Canada, or Australia.
2. Units purchased from any entity other than Big Ass Fans, Big Ass Fans Affiliated Companies in Australia, or a Big Ass Fans Authorized Dealer.
3. Units or components where the serial number or part number sticker has been removed or defaced.

## Exclusions (cont.)

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4. Defects, malfunctions, failure or physical damage caused by unauthorized service/parts and improper installation, adverse site conditions (including, but not limited to, excessive heat, dust or humidity, unstable electric service, or any other unknown or unforeseen condition that affects the proper operation of the products), mishandling, modifications, or damage while in your possession including failure to provide reasonable and necessary maintenance, which shall include, but not be limited to:
  - a. Failure to follow the required installation procedures specified in the Big Ass Fans-supplied Installation Manual and in all other documentation supplied with the fans and related equipment;
  - b. Failure to follow all relevant codes and ordinances including, but not limited to, the National Electric Code and state and local building codes;
  - c. Failure to follow electrical engineering industry standards regarding the approved method of installing solid-state electrical equipment having the characteristics of the fan, the fan control, and their related components, even if such standards are not specifically referenced in any instructions or literature supplied by Big Ass Fans; and
  - d. Failure to use properly all installation and mounting hardware supplied by Big Ass Fans.

**ATTENTION: Under no circumstances will Big Ass Fans be responsible for remedial work necessary to correct installation procedures by others that do not conform to those established by the instructions, codes, and standards described under items 4.a through 4.d above.**

- e. Any modification or alteration of, or adjustment to the fans, fan control, and/or mounting and installation hardware and/or any disassembly of the major components of the fans and fan controls for any purpose whatsoever, including any attempt to diagnose and/or repair any problem, without prior written authorization from Big Ass Fans' Technical Support Department;
  - f. Misuse, abuse, accidents, unreasonable use, or Acts of God;
  - g. Incorrect electric current, voltage, or supply;
  - h. Failure to use fan controls supplied by Big Ass Fans unless:
    - i. Big Ass Fans' Technical Support Department has provided written permission prior to installation; and
    - ii. The fan controls are built, operated, and maintained according to specifications provided to and approved by Big Ass Fans' Technical Support Department.
  - i. Failure to perform periodic maintenance as detailed in the Big Ass Fans-supplied Installation Manual.
5. Consequential or incidental damages sustained by any person, entity, or structure as a result of any breach of these warranties, except where such damages may not be excluded by law.
  6. Claims made for products that have not been paid for in full.
  7. Damage caused by premises structural defects, structural movement or settlement, exposure to chemicals, salt water, acid rain or other corrosive elements, excessive humidity, and/or wind.
  8. Normal changes to the finish caused by ordinary use or damage to non-factory applied finishes.
  9. Damage or failure caused by subjection of the product to conditions outside its design limitations.
  10. Defects reported more than 90 days from when they were discovered or should have been discovered.
  11. With regard to electrical and electronic components provided by Big Ass Fans that comprise part of the products, including motors, motor drives, and variable frequency drives, Big Ass Fans relies on the determination by the original manufacturer as to whether the failure of such component was the result of a defect. If the manufacturer of such component determines that there was no defect and therefore refuses to cover it under warranty, Big Ass Fans likewise will not warranty such item unless Big Ass Fans determines that the failure of such electrical or electronic component was the result of a defect of design, workmanship, or material within some other part of the products.

## Definitions

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"Operate properly" applies to mechanical, electrical, and structural functions only. No guarantee, unless and except by separate written agreement, is made regarding the dimensions or air movement generated or the appropriateness of the effectiveness of any product for its intended purpose or for the customer's particular application.

**THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, AND OF ALL OTHER OBLIGATIONS AND LIABILITIES ON BIG ASS FANS' PART, AND BIG ASS FANS NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF THE PRODUCTS. NO OTHER WARRANTY, EXPRESSED OR IMPLIED, WHETHER OF FITNESS FOR A PARTICULAR PURPOSE OR OF MERCHANTABILITY OR OF ANY OTHER KIND, WHETHER OR NOT SIMILAR IN NATURE TO ANY PREVIOUSLY SPECIFIED, SHALL EXIST WITH RESPECT TO SUCH PRODUCTS, ALL SUCH WARRANTIES BEING HEREBY DISCLAIMED BY BIG ASS FANS AND WAIVED BY CUSTOMER. UNDER NO CIRCUMSTANCES SHALL BIG ASS FANS BE LIABLE FOR ANY LOSS, DAMAGE, COST OF REPAIR, OR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND IN CONNECTION WITH THE USE, SALE, OR REPAIR OF ANY PRODUCTS PURCHASED FROM BIG ASS FANS, UNLESS SUCH DAMAGES CANNOT BE EXCLUDED BY LAW.**

Big Ass Fans reserves the right to change this warranty at any time without advance notice.