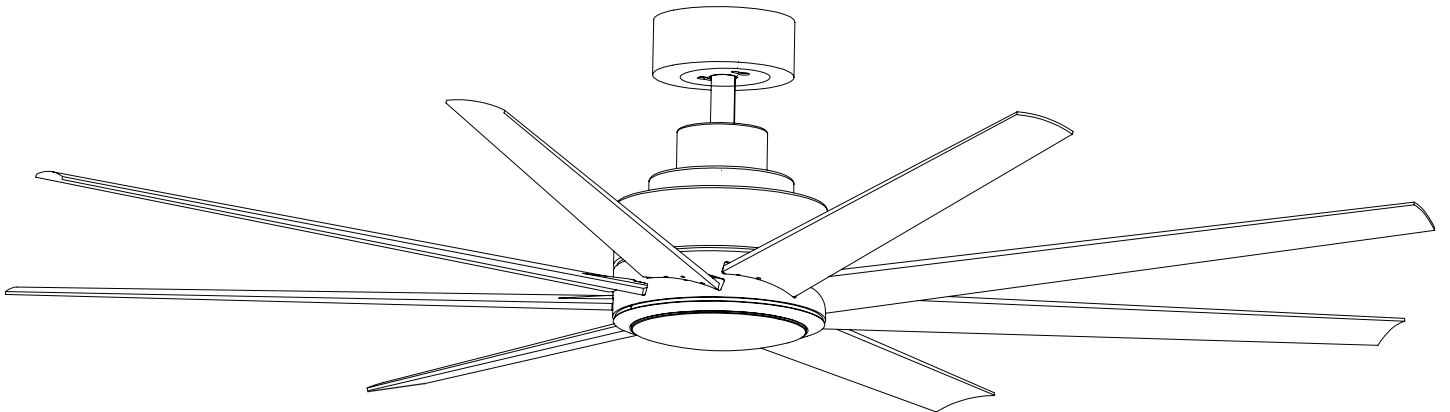
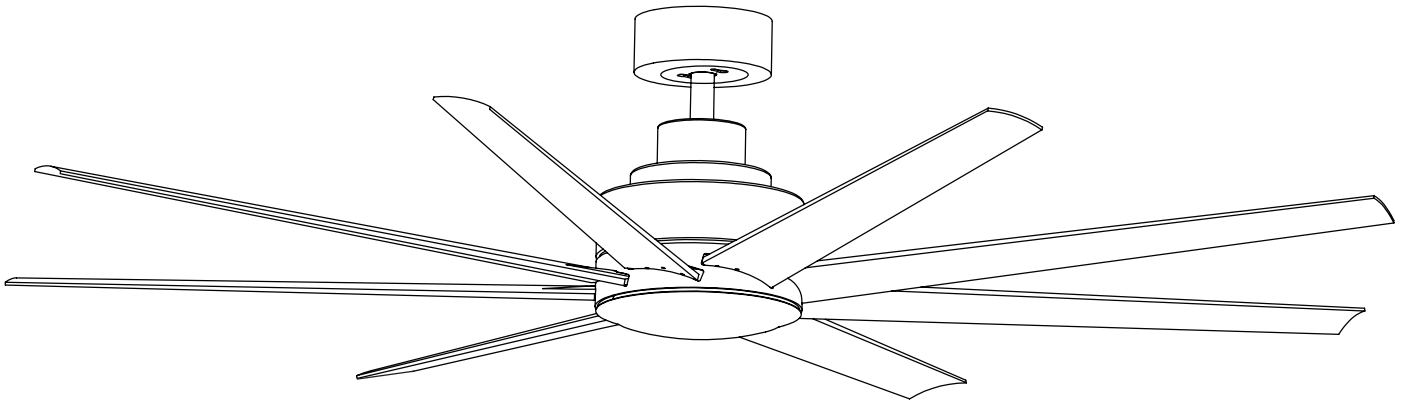




TITANIC *RWS*

Remote, Wall Control, Smart

Instruction Manual and Warranty Form

ATTENTION TO INSTALLERS:

- This DC ceiling fan requires complete assembly and installation BEFORE testing for correct operation.
- Isolation switch and wall plate required for installation. These parts must be supplied by installing electrician.

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For your Safety

1. Please read this manual carefully before attempting the assembly or installation of your new ceiling fan.
2. ALL electrical work, including installation of ceiling fan, MUST be carried out by qualified and licensed 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 safe 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. Ensure that any fan being installed has a mechanical isolation switch in the same room as the fan.
If multiple fans are being installed in the same room, a separate mechanical isolation switch is required for each ceiling fan.
7. The fixing point for your ceiling fan must be of sound construction, undamaged, and capable of supporting a load of 40Kg, or 5 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.
8. 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.
9. The installation must also allow for a minimum clearance of 2.1m between the floor and the bottom of the blades.
10. Both the ceiling fan and the hanging bracket must be earthed.
11. The fan must be connected to a mains supply only. Fans connected to alternate power systems such as Solar, Wind, Battery or other alternative power methods, will not be covered under the terms of this warranty.
12. Use ONLY the Vencha 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.
13. This fan is designed for indoor and covered outdoor use. Covered outdoor areas must have a minimum of two walls.
14. Do not install fan in high humidity or flammable areas. Fan must be used in a dry area.
15. Do NOT use ceiling fans and gas appliances in the same room at the same time.
16. Do NOT insert any object into the fan blades whilst in operation, as this can cause damage to the fan, and personal injury.
17. All Vencha 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.
18. Vencha 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.
21. WARNING: If unusual oscillating movement is observed, immediately stop using the ceiling fan, turn off from isolation switch and contact the manufacturer, its service agent or suitably qualified persons.
22. The replacement of parts of the safety suspension system device shall be performed by the manufacturer, its service agent or suitably qualified persons.
23. Light Kit: The light source of this luminaire is not replaceable; when the light source reaches its end of life the whole luminaire shall be replaced.

Care and Maintenance

All fans need to be maintained regularly to ensure optimal performance. Maintenance includes light cleaning regularly to insure against corrosion from salt, dust and moisture. Checking of all screws and tightening with a screw driver if any have come loose after operating.

It is recommended to clean with lint-free cloths to prevent any scratching of surfaces.

*Do not clean fan using harsh solvents containing erodible liquids such as gasoline or petroleum.

*Do not bend blades during installation, blades balancing or fan cleaning.

Battery Safety and Disposal

This product is supplied with 2 x AAA batteries for the remote control.

Battery Safety

- Keep new and used batteries away from children.
- Do not mix old and new batteries.
- Do not mix different battery types or brands.
- Insert batteries according to the correct polarity markings (+ and -).
- Remove batteries from the remote control if the product will not be used for an extended period.
- Do not short-circuit, recharge, disassemble, heat, crush or dispose of batteries in fire.
- If a battery leaks, avoid contact with skin and eyes. Clean the battery compartment carefully before inserting new batteries.
- If a battery is swallowed or placed inside any part of the body, seek immediate medical attention.

Safe Battery Disposal

- Batteries must not be placed in household rubbish or recycling bins.
- Remove batteries from the remote control before disposing of the remote control or product packaging.
- Before recycling or disposal, tape the terminals of each battery with clear tape to help prevent short-circuiting and fire risk.
- Dispose of used batteries at an approved battery recycling collection point or in accordance with your local council requirements.

Specifications	
Model	Titanic Ceiling Fan
Fan size	60/72"
Fan Weight	9.15kg
Voltage	220-240v, 50~60Hz
Motor Wattage	50w
Used LED Module:	DS-ZPT-FS-130D-22W-V1.1

Before Installation + Parts Identification

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

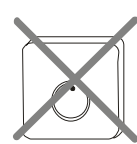
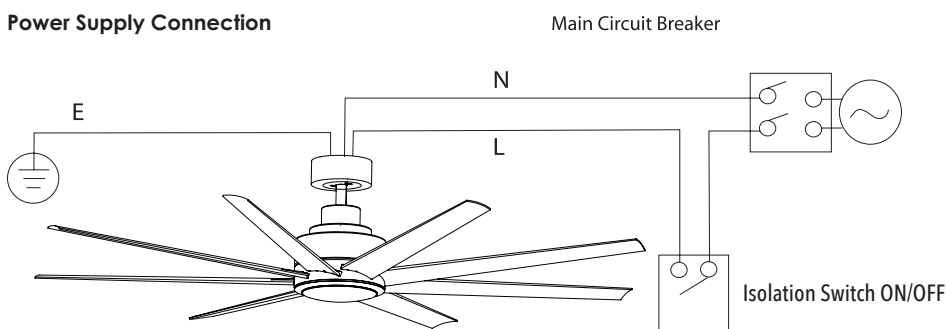
Tools Required:

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

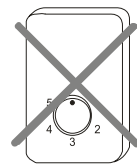
Wiring Connections

1. Remote Control Installation Method

Power Supply Connection

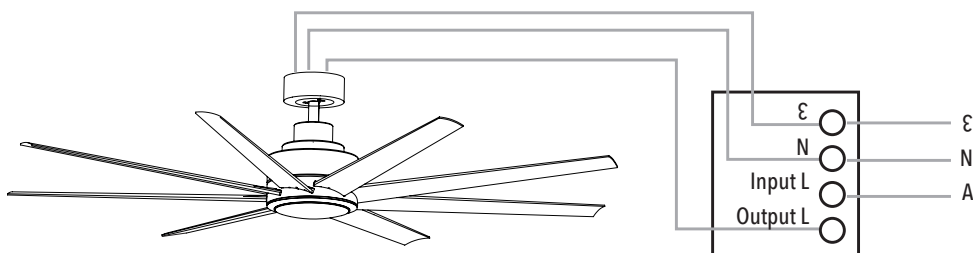


Dimmer Switch



Power Regulator

2. Wall Control Installation Method



*Warning: Do Not use a dimmer or power regulator to control this fan.

After fans are installed, multiple receivers can be paired to one controller. This can be either Remote Control, Wall Control, or both. To pair the additional fans, please follow the controller's pairing methods found in instruction manual.

3. Multiple Fan Installation Method

Here are several methods available for connecting multiple fans together:

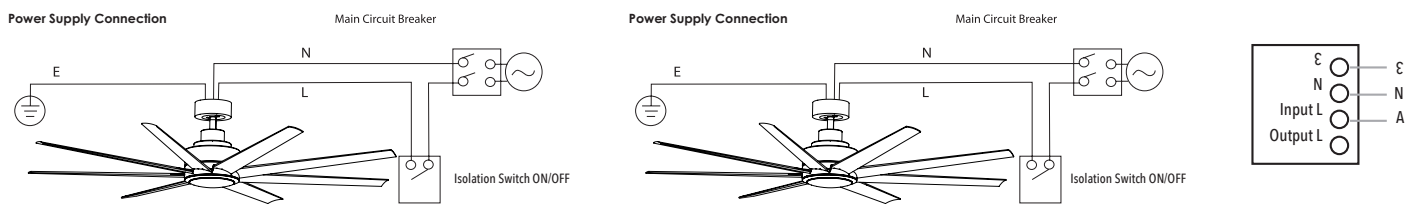
- Remote Control Method:

To control multiple fans with a single remote, the fans should be installed using wiring method #1. Multiple fans can be connected to a single isolation switch or to individual isolation switches. Once the fans are installed, additional fans will need to be paired with the remote control.

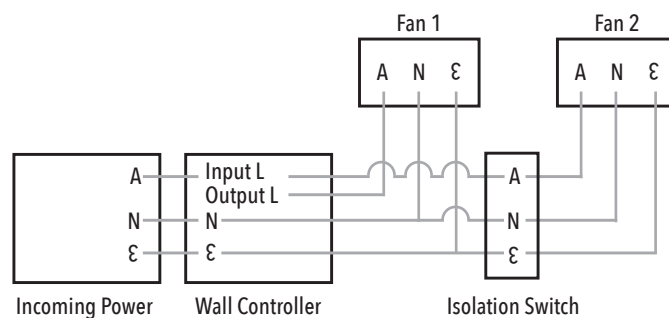
- Wall Control Method:

To control multiple fans with a single wall control, three wiring options are available:

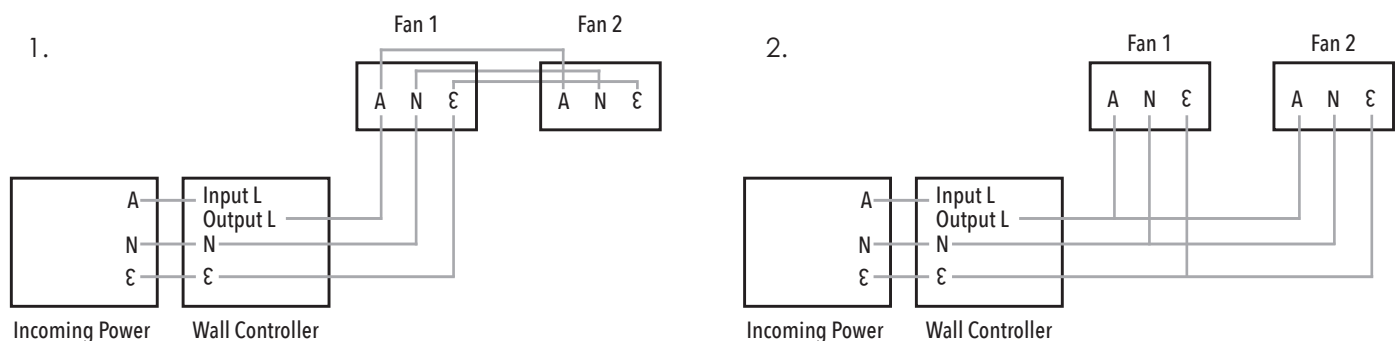
1. Each fan can be connected to its own isolation switch, with the wall control wired separately and paired to multiple fans.



2. One fan can be directly wired to the wall control, while additional fans can be wired separately and then paired to the same wall control.

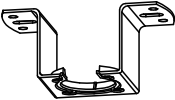


3. All fans can be wired in parallel to wall control. Additional fans will still need to be paired to wall control.



NOTE: Fans cannot independently controlled with this method.

Parts Identification



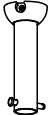
Mounting Bracket



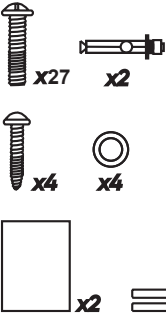
Canopy



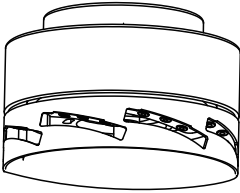
Flange cover



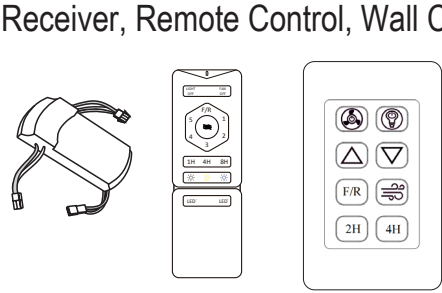
5" Downrod



Screw package



Motor Assembly



Receiver, Remote Control, Wall Control

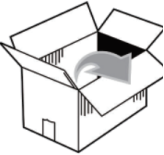


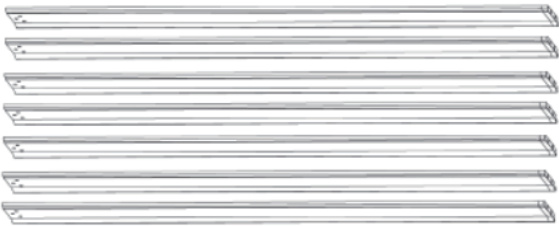
x2 AAA Batteries



10" Downrod

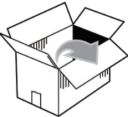
fan blade part

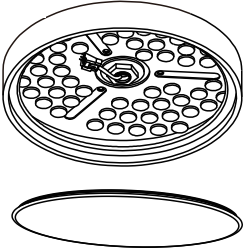




_____ Fan blade x8

light kit part

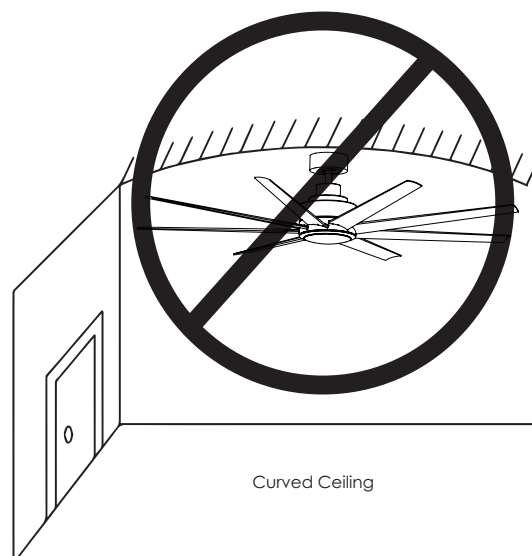
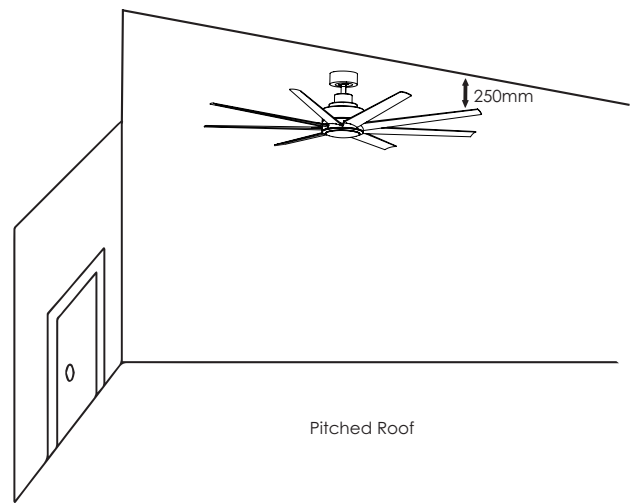
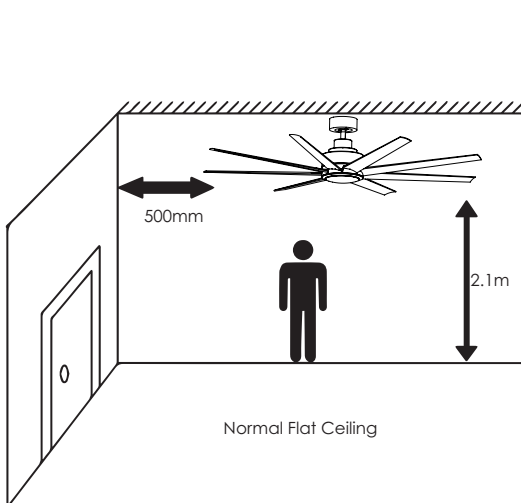




Installation

Selecting Location

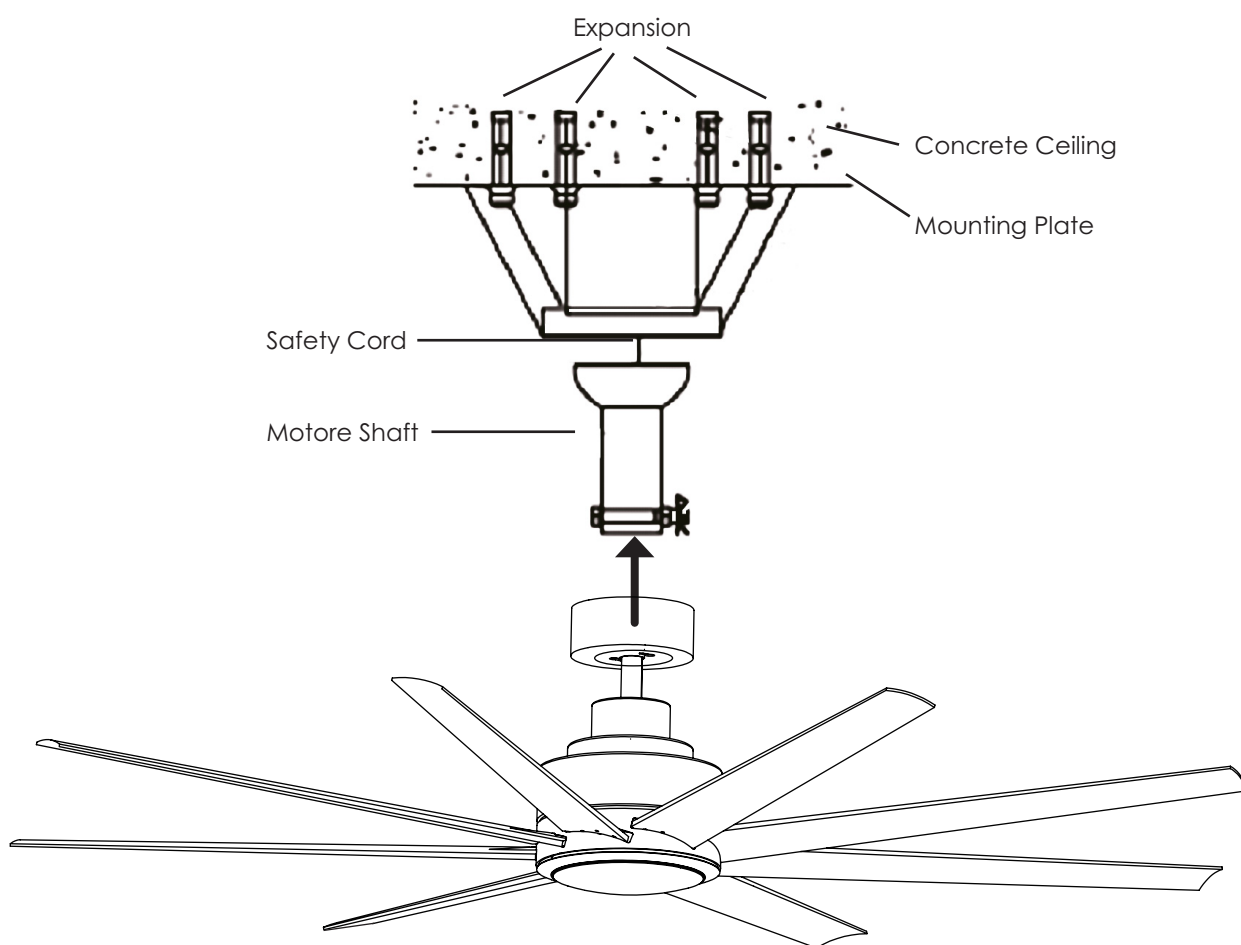
1. The ceiling fan must be installed in a location so that the blades are a minimum 500mm spacing from the tip of the blade, to the nearest object or walls.
2. The ceiling fan must be installed in a location so that the blades are a minimum 2.1m above the floor.
3. Installing on Pitched Roofs: Ceiling fan can be installed on pitched roof, as long as angle is within product specifications. Ceiling fan requires a minimum distance of 250mm from blade to ceiling. If distance is less than 250mm, extension rod will be required for installation.
4. Minimum distance required to avoid ceiling fan moving during operation when on high speeds.
5. If fan supplied with magnetic screw cover, this will need to be removed for pitched roof installation.
6. The fixing point for your ceiling fan must be of sound construction, undamaged, and capable of supporting a load of 40Kg, or 5 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.
7. Fan is designed for indoor use or covered outdoor use, provided it is installed correctly. Outdoor installation locations must be adequately covered, where the fan is fully undercover with a minimum of two walls. This fan is not waterproof and must be installed in a location protected from water, wind, dust, salt, sea spray, and other corrosive conditions. Corrosion, rust, or deterioration caused by exposure to these conditions is not covered under warranty.
8. Ensure that any fan being installed has an isolation switch in same room as fan.



Installing Mounting 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.
2. Licensed electrical contractor may use different screws provided they are able to comply with requirements and support weight that is 5 times the weight of ceiling fan.
3. Ensure that at least 30mm of the screw is threaded into the ceiling joist or timber support.
4. Mounting bracket allows for mounting on angled ceilings up to a 24-degree pitch.

*Warning: Cotter pin must be inserted to prevent the nut from loosening

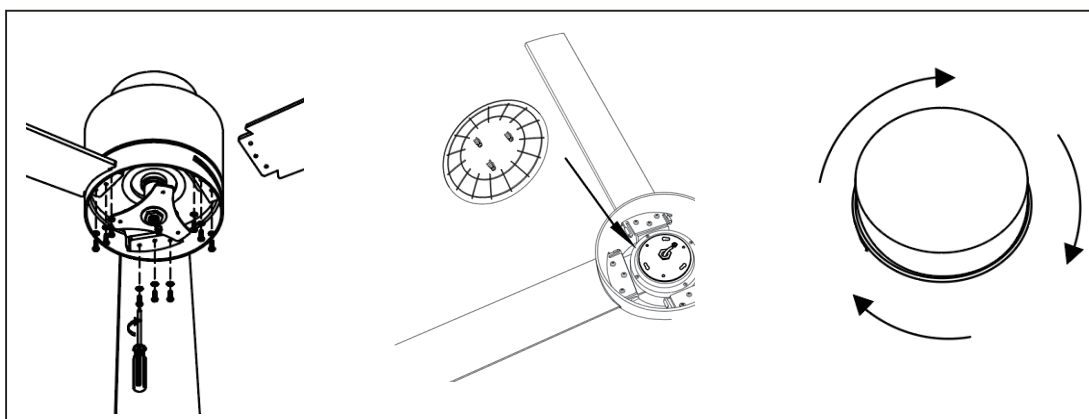


Assembling & Installing Ceiling Fan

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.

Step 1: Install the fan blades

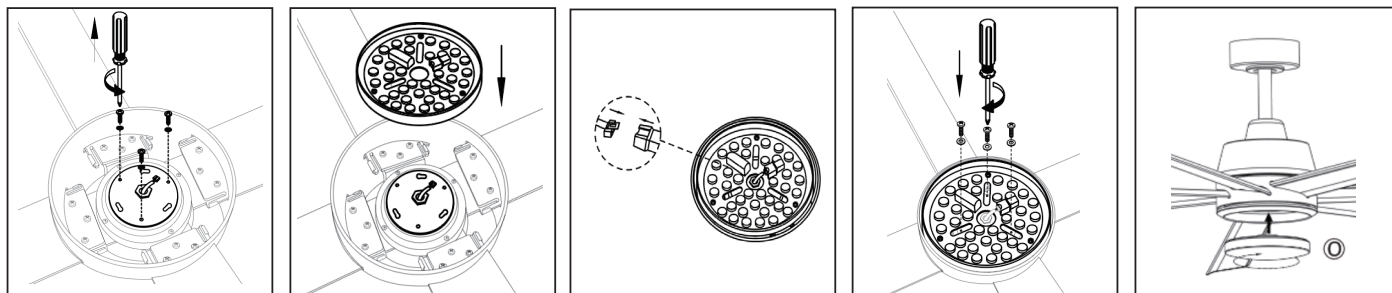
1. Take the Motor Assembly and screw bag out of the carton.
2. Take out the blade parts from the blade carton.
3. Install the fan blades on the outer rings of the ceiling fan, as shown in the figure. Place the fan blades on the corresponding holes, place screws in the blade holes, and tighten them using a screwdriver. Repeat the following blades for a total of 8 blades. Tighten all blades with a screwdriver and do not use a drill when assembling.
4. Tighten motor housing bottom cover until locked. After installing the bottom cover of the motor housing, ensure that it does not touch the fan body.



Warning: Electric Drills can over tighten screws and damage thread causing inconsistent balance and rattling during operation. Blades damaged from the use of electric drills cannot be repaired and will not be covered under warranty

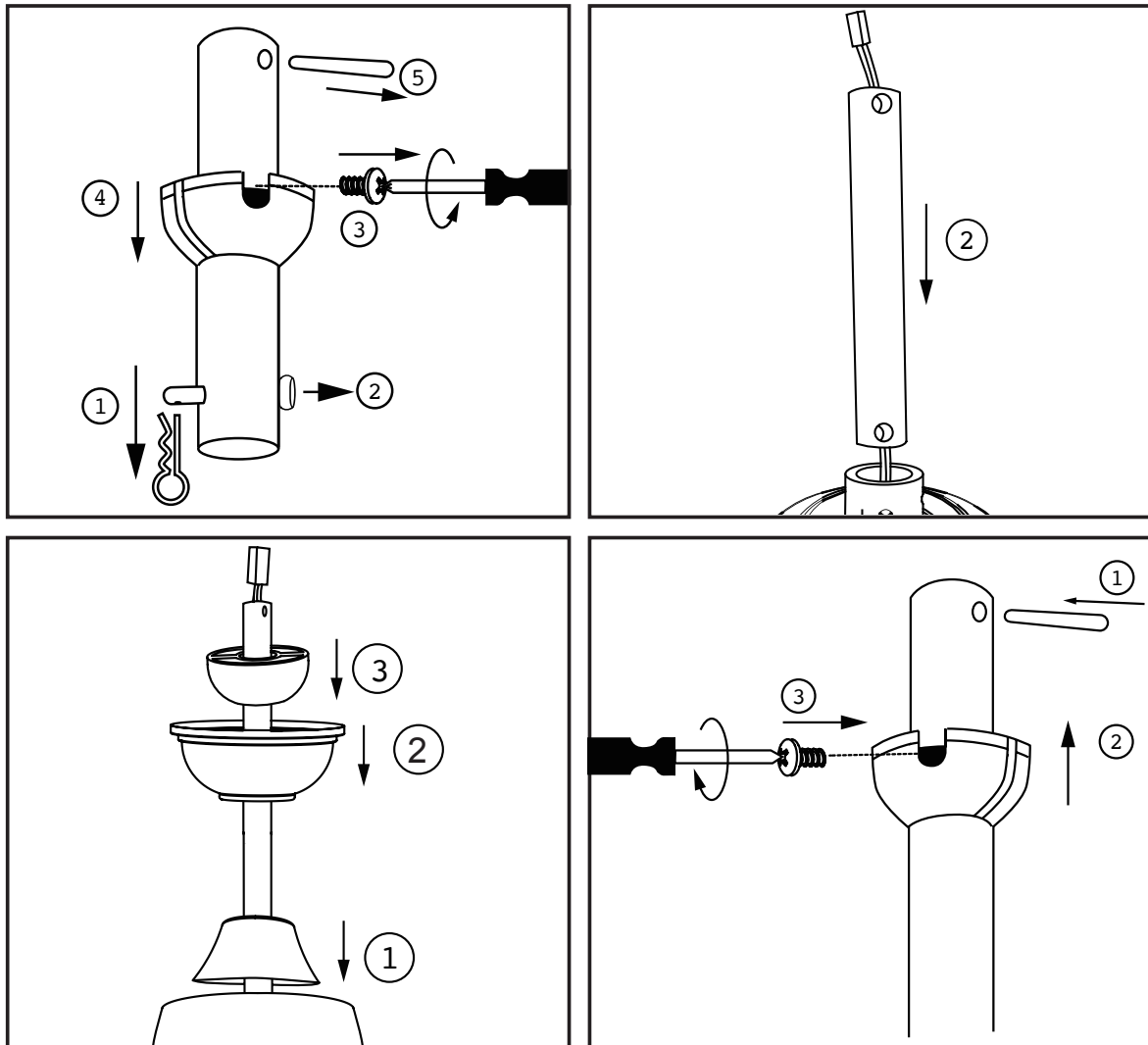
Model with light

Step 1: According to Figure, align the lamp plate with the screw hole and lock it with the screw. Put in the LED lamp, connect the power cord, and fasten the lamp cover.



Loop Motor line Plug into Downrod

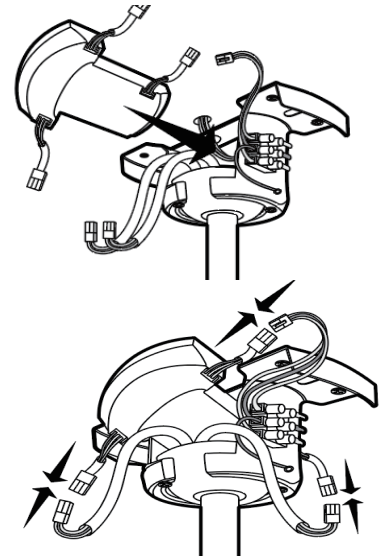
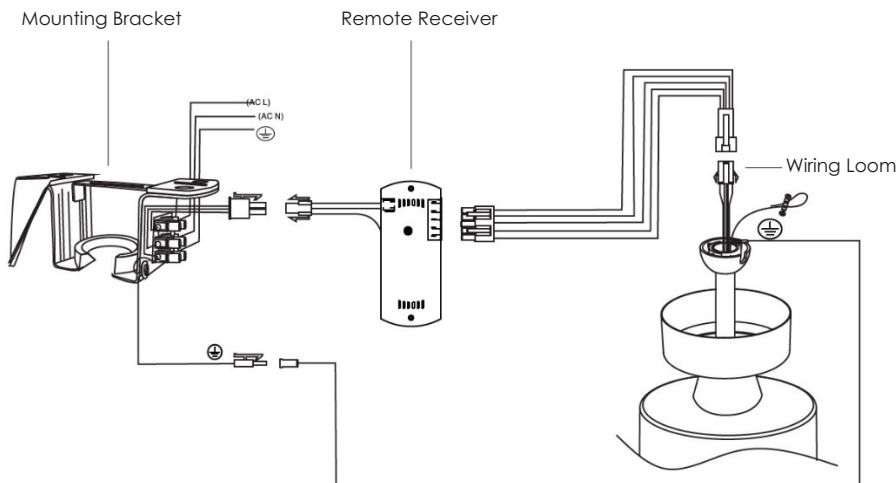
1. As shown in Fig. A Disassemble downrod components: downrod, hanger ball, screws and ground electrode etc.
2. Loop the motor line plug through the downrod, then put the castle nut across the downrod.
3. The hole of hanger ball needs to be overlapped with downrod hole for screw to be installed
4. Lock the screws into the downrod holes, assemble all the downrod components



Receiver Connection

Warning: For your safety, all electrical connections must be undertaken by qualified licensed electrician

- Connect mains electrical connection to terminal block on mounting bracket
- Connect all ceiling fan wires through quick connector plugs supplied.
- Once all connected, slide receiver into mounting bracket, above hanger ball.

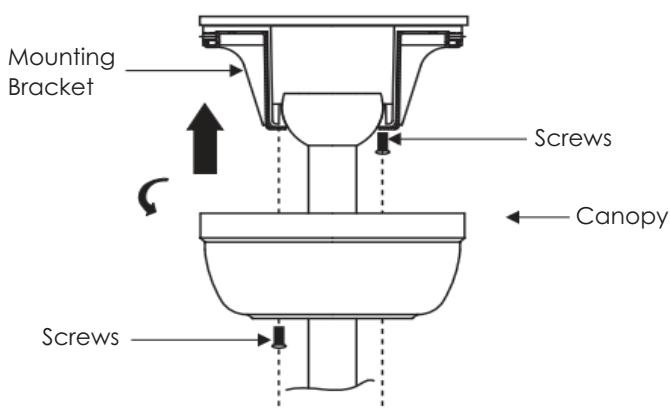


Note: For safe use of this fan, all-pole disconnection MUST be incorporated into the fixed wiring in accordance with the wiring rules. As outlined in clause 7.12.2 of AS/NZS 60335-1 for meeting the minimum electrical safety of this standard. A single-pole switch also must be placed in the same room as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

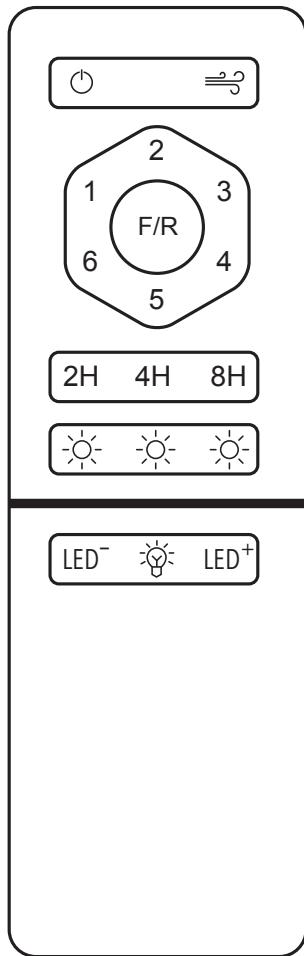
Multiple Fans: If there are two or more DC ceiling fans installed in the one location/room, an isolation switch is required for EACH ceiling fan. This is required when pairing the remote transmitter and receiver together.

Installing Top Canopy

- Softly coil all cables and gently tuck them around mounting bracket.
- Raise top canopy, safely covering all cables, aligning canopy with the screw on hanger, fasten it to the hanger and turn it counter clockwise to lock the screw.



Remote Control Operation Guide



1. Buttons:

Button	Switches ceiling fan off
Button	Natural Wind
"F/R" Button	Summer/Winter button to change fans spin direction, forward and reverse
1-6 Speed Buttons	Fan Speed Options: Fan Speed Options: #1 – Lowest Speed (Night Mode) #6 – Highest Speed
	Black - Cool White - 4000K Yellow - Warm White - 3000K Blue - Day Light - 5700K
2H / 4H / 8H Timer Functions	Preset timer for automatic fan and light stop. 2H – Fan turns off after 2 Hours 4H – Fan turns off after 4 Hours 8H – Fan turns off after 8 Hours
Light Button (If Light Kit Attached)	Button to control Light kit On / Off – Turn Light on or off
"LED-" "LED+" Dimming Buttons	Adjust the brightness of LED Lights "LED-" – Increase the brightness of Light "LED+" – decrease the brightness of Light

2. Remote Pairing:

- Turn the ceiling fan isolation switch power Off for 30 seconds.
- Within 10 seconds after Powering on the fan, press and hold "⏻" button for 2-5 seconds until you hear a "beep" sound confirming pairing.
- Operate and test. Blades must be attached or fan will not continue.

*If pairing fails, please repeat steps. Hold remote close to receiver.

3. Remote Un-pairing:

- Turn the ceiling fan isolation switch power Off for 30 seconds.
- Within 10 seconds after Powering on the fan, press and hold "4H" button for 2-5 seconds until you hear a "beep" sound confirming un-pairing.

4. Setup for Multiple Fans

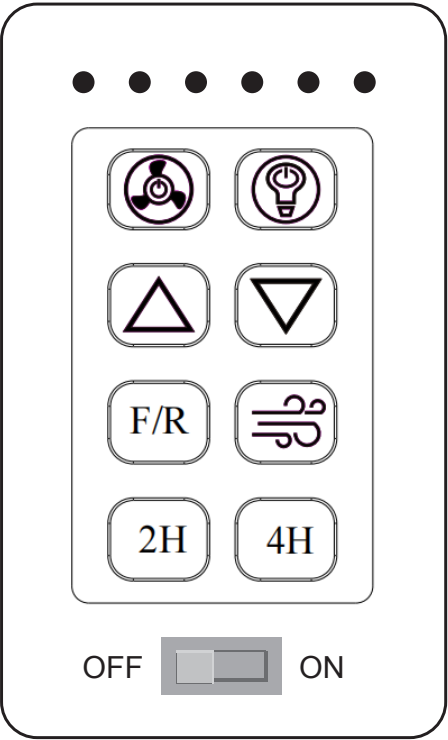
- Turn the ceiling fan isolation switch power Off for 30 seconds.
- Turn the ceiling fan isolation switch power ON, and you will hear a beep sound then within 10 seconds press and hold the "on/off" button for 2-5 seconds until you hear another "beep" sound. beep indicates pairing complete. On additional fans, repeat previous steps for all fans.
*Maximum of 10 fans per remote control.

Remote Control Batteries:

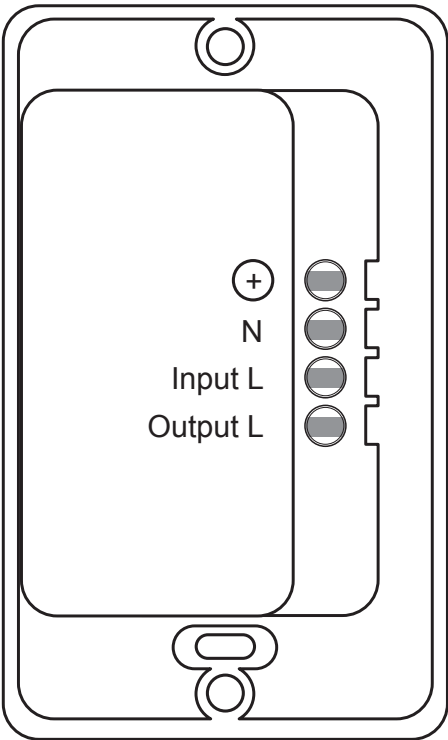
Used batteries must not be placed in household rubbish or recycling bins. Before recycling or disposal, remove the batteries and tape the terminals with clear tape. Dispose of used batteries at an approved battery recycling collection point or in accordance with your local council requirements.

Wall Control Operation Guide

Front



Back



1. Buttons:

OFF  ON	Power ON/OFF Isolation Switch
	Fan OFF Button
 	Fan ON Button / Speed Control Button
	Fan Forward/Reverse button.
	Natural Wind (Fan speed repeat cycle from 1 to 6)
 	Timer button: 2hrs & 4hrs
	Button to control Light kit On / Off – Turn Light on or off
	Speed light indicator:

2. Installation & Setup Buttons:

- a. Choose a suitable location and install the wall controller (optimal working distance is 5-8m)
- b. Drill holes in the wall using the holes in the standard wall mount as a template.
- c. Perform wiring according to wiring diagram.

*Exercise caution to avoid drilling into existing electrical wiring!

The wall controller transmitter and receiver have been factory pre-set/paired and ready to be used immediately. If require to re-pairing the transmitter and receiver, follow pairing instructions.

3. Wall Control Pairing:

- a. Turn the ceiling fan isolation switch power Off for 30 seconds.
- b. Turn the ceiling fan isolation switch power ON, and you will hear a beep sound then within 3 seconds press and hold the fan OFF button.
- c. Wait until the receiver emitted twice Beep sound then let go the button and the pairing process is completed.
- d. If the pairing process un-successfully, then repeat step 1 to step 3.
(Note: Ensure the wiring is correct)

4. Un-Pairing Instructions

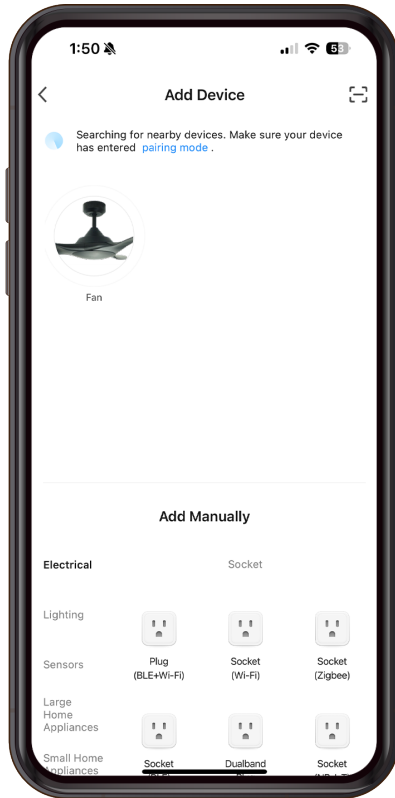
- a. Turn the ceiling fan isolation switch power Off for 30 seconds.
- b. Turn the ceiling fan isolation switch power ON, and you will hear a Beep sound then within 3 seconds press and hold the "4H" button.
- c. Wait until you hear "Beep,Beep" sound then let go the button and the un-pairing process is completed.
- d. If the un-pairing process un-successfully, then repeat step 1 to step 3.
(Note: Ensure the wiring is correct).

5. Setup For Multiple Fans

The wall controller transmitter can be used to control multiple fans.

- a. On the ceiling fan you want to pair, turn the main switch power OFF for at least 30 seconds.
 - b. Turn the ceiling fan you want to pair isolation switch power ON, and you will hear a Beep sound then within 3 seconds press and hold the fan OFF button.
 - c. Wait until the receiver emitted twice Beep sound then let go the button and the pairing process is completed.
 - d. If the pairing process un-successfully, then repeat step 1 to step 3
 - e. on additional fans, repeat previous steps for all fans
- *Maximum of 10 fans to be paired by wall control.

Smart App Connection



 [Google Play](#)
Connect to Smart Apps:
Download Smart Life app



 [Google Play](#)
Connect to Smart Apps:
Download Tuya app



 [Connect to Smart Apps:](#)
Download Smart Life app



 [Connect to Smart Apps:](#)
Download Tuya app

1. Installation & Setup

a. Download and install Smart App.

Install either Tuya or Smartlife Smart app.

b. Setup Account:

- Once App is installed, you will need to set up an account with your email address. You can use Guest mode, but this will not remember your device once app is closed. It's not recommended to use Guest mode.
- Only one "Home" account can be paired to a ceiling fan. If another user connects, it will remove the original user. Should you wish to share the connection, this can be done inside the app. Select the "Home" in the top left corner, followed by "Home Management" then "Add Member."

c. Add Device to Smart App:

Open Smart App, go to "+" add device. Search for nearby devices.

If you have not already, you will need to Turn on Wi-Fi to Connect to home 2.4g Wi-Fi connection. Other connections will not work with Smart Apps.

d. Fan in Pairing Mode:

Turn off isolation switch to ceiling fan so no power is present, wait 30sec.

After 30sec, turn power on, and within 30seconds, press and hold "F/R" button until you hear several beeps to indicate it has entered pairing mode.

e. Add Fan to App:

If you go back to the Smart App, a fan symbol should appear, indicating the fan is ready to be paired. Please select and let the app configure and connect. If fan symbol does not appear, go back and repeat step "d."

NOTE:

The connectivity and use of smart apps are not controlled by Vencha Pty Ltd. Any issues relating to the use of smart apps are responsible by the smart apps. Please contact smart apps through their support platforms should any issues arise.

Trouble Shooting

Problem	Possible Cause	Possible Remedy
Wobbles	Blade Screws are loose	Check that all screws are securely tightened. Do NOT overtighten.
	Blades are loose	Check all blades are aligned correctly and securely fastened.
	Blades are bent, out of shape	Stack blades on flat surface, check all blades are a uniform shape. If blades are not uniform, contact your retailer for replacement blades.
	Rod hanger ball not correctly seated in bracket	Turn Fan Off and gently lift fan, rotate hanger ball to its correct position in bracket.
Fan moving to one side	Fan losing Balance	Install 10" rod supplied in box
Noisy	Fan noise	Allow for fan to settle in 4-8 hours of operating.
	Blade Screws are loose	Check that all screws are securely tightened. Do NOT overtighten.
	Cables Rattling in Canopy	Secure cable inside canopy with cable tie supplied or using electrical tape.
	Canopy touching ceiling	Lower the top ceiling canopy so it doesn't make contact with ceiling.
	Bracket not installed correctly	Turn off fan, disassemble and re-install bracket if not installed correctly.
	Ripple control signal noise	Read Ripple Control. Contact your licensed electrical contractor and install a suitable signal filter.
	Light Cable scraping cover	Secure light cable. Pull light cable up from rod and secure tightly.
	Motor Cover touching spinning blades	Motor cover maybe tilted to one side, causing it to touch spinning blades. Move motor cover upwards, and then back down, making sure cover is level and not touching blades.
	Magnetic Screw Cover touching rod	If installed on pitched roof, remove magnetic screw cover.
Fan Not Working	Loose wires	Turn fan off, check all connections at terminal block
	Circuit Breaker Blown	Check circuit breaker. If circuit tripped, please contact your licensed electrical contractor.
	Remote lost pairing	Pair Remote Control again. Following Pairing procedure

Fan Stopped Working	Main Voltage Fluctuation	Fan Safety Feature, when voltage drops below 140v or exceeds 270v for more than 5 seconds, motor will cut off automatically. When voltage has returned to correct levels, it will turn back on automatically.
Fan Cutting Off/On	Temperature Cut Off	This is normal as the motor is protected by thermal sensor where it will limit the motor temperature from rising to no more than 75°C. Once temperature is above, fan will cut off till temperature is reduced. This operation is to increase the life of the motor.
Jerks Upon Startup	Fan Startup	This is normal operation as it is powered by a 3-phase brushless DC motor. This jerk will not affect fan performance.
No Airflow	Fan running in reverse mode	Press F/R button to reverse fan blade direction.
Canopy Angle not Reaching 24°	Bracket installed wrong direction	Install bracket so open section is facing towards ground.
	Cables restricting rod from movement.	Move cables towards one side, inside bracket.
	Magnetic Screw Cover restricting angle	Remove Magnetic screw cover

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, and 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.

Ripple effects can be reduced by installing ripple signal filters. The filter is specifically tuned to eliminate the ripple effect signal frequency. Areas in NSW and QLD can have varying frequencies, it is advised to consult with your electrical contractor and provider to source the correct device for your area.

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

Your Consumer Rights

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law.

For major failures with the service, you are entitled to cancel your service contract with us and to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods.

If a failure with the goods or service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the service contract and obtain a refund of any unused portion.

You are also entitled to compensation for any other reasonably foreseeable loss or damage from a failure in the goods or service.

The benefits provided under this warranty are in addition to your rights and remedies under the Australian Consumer Law.

Warranty claim on installed products:

1. Limited Repair / Replacement Warranty

Vencha offers the original purchaser a repair or replacement of the Vencha product in cases where the product fails due to defective materials or workmanship, when installed and operated under normal domestic/residential conditions. Please refer to the warranty period listed on each product to determine the warranty period which Vencha grants to the original purchaser of the Vencha product. The warranty period begins from the date of purchase.

All warranty claims are to be submitted to Vencha head office in writing with:

- Proof of Purchase (such as the original dated purchase receipt/invoice)
*Purchase must be from Authorized Vencha reseller.
- Certificate of Compliance (such as certificate or invoice from licenced electrician)
*A proof of installation as required by law for products that require installation by a licensed electrician.

Warranty claims submitted without correct documentation will not be accepted.

Warranty claims submitted with contractors who are not qualified or licensed will not be accepted.

Raven RWS ceiling fan is covered by a 3 year In-Home warranty, followed by a 3 year parts warranty.

Remote control is covered by 3 year parts warranty. Wall Control + Receiver are covered by 1 year In-Home warranty, followed by 2 year parts warranty.

Batteries, if supplied, are done so as a complementary item only and are not covered under warranty.

Pairing and Re-pairing of remote controls are not covered by warranty and service fees will apply.

If goods/ fittings are found to have been damaged or made faulty through no fault of Vencha, then all costs incurred by Vencha as a result of your warranty claim will be charged to purchaser in full.

Repairs / Replacements

Vencha products presented for repair may be replaced by New or Refurbished goods of the same type rather than being repaired at the discretion of Vencha. 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 Vencha is covered only by the balance of the warranty period remaining from the date of original purchase of the original product.

2. Commercial Warranty:

1 year replacement warranty applies when product used in any commercial applications.

Vencha considers commercial applications to be:

- Retails Shops
- Offices
- Restaurants/Take Away
- Shopping Centres
- Sheds
- Warehouse/Factories
- Gyms
- Hotels/Motels/B&B
- Short Term Rental Accommodation
- Child Care Centres
- Schools/Education
- Hospital/Medical Centres/Aged Care Facilities

*In-Home Warranty not applicable to Commercial applications.

3. In-Home Warranty

The in-home warranty applies exclusively to products used in domestic or residential applications. This warranty is valid for the specified period from the date of original purchase and covers all ceiling fan products that are hard-wired to the main electrical supply and equipped with an individual isolation switch.

1. Access Conditions

The in-home warranty covers service access only for ceiling fans installed on standard ceilings with a height of less than 3 metres, or in situations where the service agent is not required to use a ladder exceeding 1.8 metres.

Where products are installed in locations that require specialised access equipment—such as scaffolding or scissor lifts—the cost of obtaining and using such equipment is the responsibility of the site owner. Any requirement for specialised access equipment must be disclosed at the time the warranty claim form is submitted.

2. Warranty Eligibility and Costs

All warranty conditions must be satisfied. If the fault is determined to be the result of improper installation rather than defective materials or manufacturing workmanship, the consumer will be responsible for all costs associated with repairs and/or service calls. Failure by the consumer to pay these costs when required will result in the remaining warranty being voided.

3. Assessment by Vencha Service Agents

If a registered Vencha service agent attends the property and determines any of the following, the visit will not be covered by the warranty, and associated costs will be payable by the consumer:

1. The Vencha product is functioning correctly and as described in published specifications.
2. The product is not a genuine Vencha-branded product.
3. The fault has been caused by non-Vencha parts or accessories.
4. The installation does not comply with the product's installation instructions or with applicable local legislation, regulations, or by-laws.
5. The fault is the result of incorrect operation, misuse, or abuse of the product by the consumer.
6. The product has been installed in a commercial application.
7. The ceiling fan is installed in a location where the ceiling height exceeds 3 metres, or where additional access equipment is required to reach the product.

4. Reimbursement for Out-of-Area Service

For in-home repairs or replacements in areas not covered by Vencha service agents, Vencha will reimburse the customer a standard fee of \$150.00 (incl. GST) for engaging their own licensed electrician. Prior to contacting an electrician, the customer must lodge a service request with the Vencha Warranty Department and obtain a Vencha Reference Number (VRN). Reimbursements will not be issued for call-out fees or additional charges unless written approval is obtained from the Vencha Head Office in advance.

5. After-Hours Emergencies

In the event of an emergency occurring outside normal business hours where the Warranty Department cannot be contacted to dispatch a service agent, Vencha will reimburse the customer up to \$150.00 (incl. GST) for engaging their registered electrician, unless otherwise approved by Vencha.

4. Warranty Transfer

If ownership changes on the dwelling/premises where the Vencha 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 authorized Vencha retailer is retained by the new owner. In addition, the original certificate of compliance for the installation as required by law 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.

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

5. What is not Covered

1. Vencha products that are not purchased from an authorized retailer 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 or installers invoice with licence number cannot be presented.
3. Vencha products not installed in accordance with the product's installation instructions or specifications.
4. Vencha products not operated in accordance with the instructions for use, or specifications.
5. Vencha 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 Vencha product resulting from misuse, accident, neglect, abuse, tampering, modifications or unauthorized repairs of any kind by any person.
8. Damages not caused by a fault in the Vencha product materials or workmanship.
9. Defect, damage or failure to a Vencha 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", lights flickering, 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 Vencha product. Filters for blocking & reducing such signals are available in Australia at the customer 's expense. These noises do not indicate the Vencha 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. 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 authorized service agent.
17. Non-structural corrosion damage of non-316 stainless steel components such as surface rust or minor rust.
18. 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.
19. Faults deemed caused by a lack of regular maintenance, e.g. screws and nuts becoming loose.

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 Vencha 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 any fan 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 authorization is granted prior to work commencing, and an VRN number allocated by Vencha office.
- 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:

Please refer to trouble shooting section of manual first before actioning warranty claim. Perform possible remedies first before contacting Vencha customer service.

If issues still persist, please continue with claim process, do not return the product to the retailer unless advised to do so by a Vencha customer service representative.

Please fill out "Warranty Claim Form" located at the end of instruction manual and email a copy to warranties@vencha.net.au along with required documents such as, proof of purchase, and if required a certificate of compliance for the installation of the product by the licensed electrician who installed the product.

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.

Visit www.vencha.net.au website, and fill out "Vencha Warranty Claim Form" online. You will still be required to submit Proof of Purchase and Proof of Installation.

Warranty Claim Form

Approval No:

You will need the following:

- Proof of purchase (Such as the original dated purchase receipt/invoice)
- Proof of Installation (Certificate of Compliance)

Please complete form below.

Once complete, please email this form and required documents to warranties@vencha.net.au

Customer Details

First Name:		Last Name:	
Address of Installation:			
Address Line 2:			
City:	State:		Post Code:
Contact Number:		Mobile Number:	
Email:		Date of Purchase:	
Store Purchased From:		Invoice Number:	

Product Details 1

Product Name/Code:	Isolation Switch: ☐ Yes ☐ No	Wall Control: ☐ Yes ☐ No
Description of Fault/Damage:		
		Quantity:

Product Details 2

Product Name/Code:	Isolation Switch: ☐ Yes ☐ No	Wall Control: ☐ Yes ☐ No
Description of Fault/Damage:		
		Quantity:

Installers Details

First Name:	Last Name:
Installers Contact Number:	
Electrical Contractors Licence Number:	
Date of Installation:	

I have read the Vencha warranty claim form terms and acknowledge all details, specifically:

- All products have been installed correctly as per installation instructions.
- Products have been used and maintained correctly.
- The cost of repairs and/or service call arising from incorrect installation, not due to faulty material or workmanship in accordance with the Vencha warranty, will be payable by the purchaser at the time of repair.
- Where a service call is undertaken and no fault is found with the product, or where the fault is not covered under the terms of this warranty, a call-out fee will be charged.

Signature: _____

Date: _____



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P: (02) 8811 1622

E: warranties@vencha.net.au

W: www.vencha.net.au