

EVOAQ Ventilation Systems

Limited Warranty Statement

For sales and installations in New Zealand

1. Warranty Coverage

1.1 Included Components

- Fans
- Ductwork
- Grilles and Diffusers
- Wall Controllers
- Dampers and back-draught shutters
- Control gear, including but not limited to damper controls, cables, and dials
- Workmanship

1.2 Excluded Components

- Duct Tape
- Cable ties
- Screws
- Any other installation consumables not listed

1.3 Duration

Warranty is 3 years for all covered parts with proof of purchase.

- For ventilation systems only:
 - Warranty may be extended up to 5 years with proof of regular maintenance, such as purchase records of filters or technician invoices for system services
- All other systems warranty is for 3 years only from the invoice date
 - If the original invoice was under a different name (e.g. house was sold after installation of the system), warranty is 3 years from original invoice date if the invoice can be identified OR manufacturing date of the system as marked on the components (i.e. fan manufacturing date) if the original invoice can not be identified.

1.4 Third Party Sales

If the sale of the system was completed by a third party, e.g. an authorised EVOAQ technician or installer, any warranty queries must first be raised with the original installer.

If the original installer cannot be contacted for any reason, EvolutionFX Limited must be contacted BEFORE any warranty work is completed, in order to determine the best solution to the warranty issue. Warranty requests after any remedial work is already completed may be resolved at the sole discretion of EvolutionFX Limited, and require proof of the issue mediated as well as proof of purchase of the original system.

2. New Zealand Consumer Law

This warranty is in addition to your rights under the Consumer Guarantees Act 1993:

- Goods must be of acceptable quality and fit for purpose
- Remedies may include repair, replacement, or refund at the sole discretion of EvolutionFX Limited
- Claims may be made against the installer or manufacturer

3. Warranty Conditions

3.1 Requirements

- Installation of products by authorised EVOAQ technician or installer, if applicable
- Installation of products in accordance with the relevant product manuals
- Ventilation systems only:
 - Regular maintenance of system including biennial filter replacements

3.2 Exclusions

This warranty does not cover:

- Labour to repair or replace components covered by warranty
- Damage from:
 - Unauthorised modifications
 - Improper voltage (not 230V $\pm$ 10%)
 - Saltwater corrosion (coastal installations)
 - Blocked airflow (see maintenance document)
- External system components (e.g. power points)
- Acts of God (floods, earthquakes)

4. Claim Process

4.1 Notification

Within **30 days** of fault discovery:

1. Contact EvolutionFX Limited: 09 558 5590
2. Provide:
 - Proof of purchase
 - Installation certificate

- Maintenance records

4.2 Assessment

- On-site inspection by authorised service agent where applicable
- Fault determination within 10 business days

4.3 Remedies

- Priority parts dispatch from Auckland warehouse
- Return of faulty parts for investigation and repair

5. Contact

EvolutionFX Ltd

Unit 28, 375 East Tamaki Road

09 558 5590

sales@evolutionfx.co.nz

Mon – Fri: 8.30am – 5pm