

Warranty Information

IQAir® air cleaning systems which are designed for domestic and office areas are covered by a **three (3) year limited warranty** (one year if used for commercial purposes). If within **three years** from the original purchase by the end-user from the authorised dealer this air cleaning system or any part thereof (with the exception of filters) is proved to be defective by reason only of faulty workmanship or materials, the faulty item, or parts thereof, will be repaired or replaced free of charge for labour and materials. The rights under this warranty are limited to the original first purchaser. The warranty for replaced parts and service work will expire automatically with the termination of the original system's warranty.

This warranty shall not apply to damage caused by misuse, wear and tear, neglect, unauthorised repair, damage caused by installation, adaptation, modification, voltage spikes or use in an improper manner or inconsistent with operating and maintenance instructions, or to wear or deterioration resulting from environmental conditions or to damage sustained during transport. Use of the product at inappropriate power supply will void all warranty for electrical components, irrespective whether a power transformer is used or not. No liability will be accepted under this warranty for any fault or damage arising from defective workmanship, if the unit has been serviced, repaired or modified by any person other than the manufacturer's authorised service personnel or if the system's serial sticker has been removed or tampered with.

No shipping, handling or insurance costs for warranty repairs will be refunded. Obvious defects must be communicated to the authorised dealer within 10 days of the purchase date.

To secure your warranty rights and prevent transport damage, all products must be returned in original packaging. Please keep the original packaging.

Important Note:

In the event of a defect occurring, please contact your point of purchase immediately and describe the defect. Before any product is returned for service or repair, please seek the express prior permission from your point of purchase. Your dealer reserves the right to refuse any return shipment which is received without prior permission. Such shipments may be returned at the original sender's cost.

The permission to return products does not constitute an acceptance of liability. Upon receipt, the returned product will be inspected carefully. Should the fault be covered by the terms of this warranty, the product will be repaired free of charge. Should the fault not be covered by the warranty, a repair and transport quote will be issued which needs to be accepted in writing before repair work will be carried out.