

FALMEC WARRANTY

All FALMEC range hoods and remote motors come with a 5 year parts and labour warranty. PRKS will correct, free of charge, any defects in material or workmanship for the period of 5 years, subject to the terms of our warranty stated below.

In addition to this warranty stated above, all remote motors from both the Designer and Professional series are covered for an additional 5 years motor replacement warranty.

This warranty will be void if any model is used for commercial purposes. Some examples of commercial purposes include, but are not limited to restaurants, cafés, schools, clubs.

All Designer and Professional (with the exception of BBQ models) rangehoods are designed and warranted "strictly for indoor use (household kitchen) only.

Please note: The benefits provided by this warranty are in addition to all other rights and remedies in respect to the product which the consumer has under the Australian competition and Consumer Act 2010.

1. This warranty only applies for products installed by a qualified person and when provided with a certificate of compliance in accordance with State/Territory laws.
2. This product must be used in accordance with the manufacturer's instructions. This warranty does not apply should the defect in or failure of the product be attributable to misuse, abuse, accident or non-observation of the manufacturer's instructions on the part of the user. FALMEC appliances does not accept liability for any direct or consequential loss, damage or other expense caused by or arising out of any failure to install or use the product in accordance with the manufacturer's instructions.
3. The warranty does not cover failures due to normal wear and tear with reasonable use or consumable components such as globes, filters, etc.
4. Turbulence or motor noise is not considered a warrantable item and is considered part of the normal operation of the rangehood. The level of noise experienced will depend on several contributing factors such as power level, duct length and position of remote motor placement.
5. PRKS, at its own discretion may replace or repair any defective component(s) to affect a repair due to any faulty workmanship and material. The warranty does not cover breakage of outer glass panels attributed to external damage.
6. The warranty provided is a "Repair Warranty" and in an extreme event if a repair cannot take place, a replacement will be provided of an equivalent current model where the balance of the warranty period from the original date of purchase will take effect.
7. This warranty is immediately void if the serial or model number label is removed, defaced, serviced or repaired by a unauthorised/unqualified person or used for industrial/commercial purposes.
8. Warranty will be only provided when a proof of the original purchase is presented to an authorised dealer or reseller before or at the time of service.
9. This warranty does not cover any corrosion or defect as a result of the product being installed in an environment in which the appliance is not protected from the weather.
10. It is the responsibility of the customer to ensure the appliance is easily accessible for a service technician to carry out required repairs. Any obstruction prohibiting access to the product by building materials of any kind will be required to be removed and reinstalled by the customer.
11. This warranty covers the first 50 km travelled by a repair technician to the appliance location and return. Any travel in excess of 50 km each way is not covered by the warranty.

PRKS has a service network in all metropolitan areas and most regional areas. Where the warranty claim has been made outside a radius of 50 km from any store where the product can be purchased, the customer is responsible for the cost of delivery to the nearest service agent or the travel cost for a technician to travel to a location outside the 50 km radius

YOUR STATUTORY RIGHTS

FALMEC products fully assures all customers that our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are 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. You are also entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.

The benefits under FALMEC's warranty are in addition to other rights you have at law in relation to the appliances or services to which the warranty relates.

FALMEC WARRANTY

OUTDOOR USE OF PROFESSIONAL RANGEHOODS

Outdoor BBQ models from the Falmec Professional series are warranted for use above barbecues and in alfresco areas with one open wall and a solid roof such as that they are not exposed to the elements.

Professional BBQ models MUST only have the specified 2010 m3/h motor installed in conjunction with the hood.

In the scenario where the hood is located near the ocean or exposed to salty air, regular care and cleaning of the hood is recommended to prevent any corrosion. Corrosion is not considered as a defect unless reported prior to the initial install.

This warranty will be void if the outdoor models from the Falmec Professional series are used for commercial purposes. Some examples of commercial purposes but not limited to, include restaurants, cafés, schools, clubs.

REMOTE MOTORS

In addition to the standard 5 years parts and labour warranty stated above, all remote motors from both the Designer and Professional Series' are covered for an additional 5 year parts only warranty, therefore giving a total coverage of 10 years. This warranty covers replacement of any parts subject to manufacture defect but does not cover any labour associated with the install of said parts. This warranty is conditional by the following items:

- If installed in coastal applications the external housing must have a anti-corrosive coating applied. The internal fan may also require additional cleaning/washdown as a result of exposure to salt in the air.
- Fan must be installed in a position that it will not be subjected to excessive duct temperatures (40° covers all models)
- Filters must be in place within the rangehood and regularly maintained/cleaned/replaced as needed.

SUPPORT

At PRKS we place great importance on customer satisfaction and that is why we have established a dedicated and experienced customer support team that you can rely on.

Should you ever need to make a warranty related enquiry about your FALMEC product simply call 03 9700 9100 (Australia) or 09 964 0400 (New Zealand) to speak with our friendly customer service consultants. We suggest you have the following information close at hand to make the process as easy as possible:

1. Model number of your appliance
2. Serial number of your appliance
3. A copy of your original purchase receipt
4. Address details of where the appliance is installed