

CONINCO HVLS Fan - Standard Warranty Policy

Effective Date: January 1, 2025

CONINCO provides a standard warranty for all HVLS fan products to ensure their quality and performance under normal use and maintenance conditions. The following are the detailed terms and conditions of the warranty:

1. Warranty Coverage

CONINCO HVLS fans are covered by a 2-year limited warranty starting from the date of installation or purchase (whichever comes first). This warranty applies to the following:

- **Fan Unit:** Any failure caused by defects in materials or workmanship will be repaired or replaced by CONINCO at no charge.
- **Motor and Drive System:** The motor and related drive systems (e.g., controllers, inverters) are covered for 2 years, provided the installation, operation, and maintenance are done according to CONINCO's guidelines.
- **Electrical Components:** Electronic controllers, sensors, and related electrical accessories are covered for 2 years, covering failures due to manufacturing defects.

2. Exclusions

This warranty does not cover the following:

- **Improper or Unauthorized Installation:** If the product is not installed according to CONINCO's provided installation manual or by an uncertified installer, the warranty will be void.
- **Physical Damage:** Includes damage caused by impacts, fire, water, natural disasters, or any external force.
- **Misuse or Abuse:** Includes, but is not limited to, using the fan beyond its rated load, running it excessively, using it in unsuitable environments, or failing to maintain it according to instructions.
- **Normal Wear and Tear:** Consumables (e.g., motor bearings, belts) are not covered under warranty for normal wear.
- **Unauthorized Repairs or Modifications:** If the fan is repaired or modified without authorization from CONINCO, the warranty will be void.
- **Environmental Factors:** Damage caused by excessive humidity, corrosive gases, high temperatures, etc., is not covered, unless otherwise specified on the product label. All products are for indoor use unless explicitly stated otherwise.

3. Warranty Claim Procedure

If the customer detects a fault and believes it falls within the warranty scope, the following steps should be followed to request warranty service:

- **Provide Proof of Purchase:** The customer must provide the invoice or receipt showing the purchase date and fan model.
- **Contact Authorized Dealer or CONINCO Customer Service:** The customer can contact the point of purchase or directly reach out to CONINCO customer service for claims.
- **Describe the Issue and Submit Information:** The customer must provide a detailed description of the issue, the product serial number, installation date, and relevant photos or videos to assist in diagnosing the problem.

- **Product Inspection:** CONINCO or an authorized service provider will inspect the product upon receiving the claim request and determine whether the issue qualifies under warranty.

4. Warranty Service

If the fault is determined to be within the warranty coverage, CONINCO will provide the following services:

- **Repair Service:** For issues that can be repaired, CONINCO will provide free repair services.
- **Replacement Parts or Fans:** If the fan parts cannot be repaired, CONINCO will provide original parts or new parts of equivalent specifications for replacement. If the fan cannot be repaired, CONINCO will replace it with a new fan of the same model, or offer other solutions in consultation with the customer.

5. Post-Warranty Service

After the warranty period, CONINCO offers paid repair and maintenance services. Customers can continue to get support through authorized dealers or CONINCO customer service, with costs determined on a case-by-case basis.

6. Extended Warranty Service

CONINCO offers extended warranty services for fans, which customers can opt for at the time of purchase. The extended warranty will be added to the original warranty period and will incur an additional fee.

7. Limitation of Liability

CONINCO's liability under this warranty is limited to the repair or replacement of defective parts or the provision of a replacement fan. CONINCO is not responsible for any indirect or consequential damages, including but not limited to production downtime, lost profits, business interruptions, shipping fees, or any third-party damages.

8. Warranty Transferability

This warranty applies only to the original purchaser and is non-transferable. If the product is resold or transferred to a third party, the original warranty will automatically be void, unless CONINCO provides written consent.

9. Policy Changes

CONINCO reserves the right to modify, update, or cancel this warranty policy at any time. Any changes will be published on the official website and will take effect immediately.

10. Disclaimer:

This warranty policy is the standard warranty for CONINCO HVLS fan products. Any matters not covered in this policy will be subject to the official statements from CONINCO. For more information on the warranty policy or other services, please contact CONINCO customer service. Contact Information:

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