

BIG ASS FANS RESIDENTIAL WARRANTY



Isis®



Essence™

WHAT IS THE PERIOD OF COVERAGE?

The Warranty Period commences on the date the product is installed, or 15 days following shipment of the product, whichever date is earlier. To obtain warranty service, you will be required to provide documentation verifying the date the product was received and installed. The Warranty Period for surfaces with enhanced finishes (painted, anodized, etc.) is limited to one year.

Item	Period of coverage
Hub and airfoils	Lifetime
Motor, drive, and controller	5 years (parts)
Refurbished Units	6 months (parts)

1. The Warranty Period is for the lifetime of the fan and its component parts.
2. "Lifetime" means that only fan parts or components are warranted for the life of the product or for a period ending seven (7) years after Big Ass Fans discontinues manufacturing the product, as such period is defined by Big Ass Fans, but in no event shall this period be less than five (5) years from the date that the Warranty Period commences, as defined above. Notwithstanding the foregoing, the Warranty is void in its entirety if the product is installed by personnel other than a state qualified or licensed contractor, or if any of the Warranty Exclusions apply. Warranty information provided here applies to new units only and does not pertain to refurbished units.

WHAT IS COVERED?

This Warranty covers any defects in materials or workmanship under normal use and maintenance that adversely affect the ability of the fan to operate properly when the product is installed correctly by a state qualified or licensed electrical contractor and operated according to Big Ass Fans written installation instructions, and when such fans are purchased directly from Big Ass Fans or a Big Ass Fans Authorized Dealer. "Operate properly" applies to mechanical, electrical, and structural functions only. No guarantee, unless and except by separate written agreement, is made regarding the dimensions of air movement generated or the appropriateness or the effectiveness of any product for its intended purpose or for the customer's particular application. This Limited Lifetime Warranty is subject to all provisions, conditions, limitations, and exclusions described within this document. This warranty is limited solely to products purchased directly from the Big Ass Fans family of companies or from one of its authorized dealers. Under no circumstances will warranty coverage extend to products purchased through eBay, craigslist, or other internet auction or internet-based retail sites.

WHO IS COVERED?

This Warranty extends to the original purchaser and subsequent owners, but only while the fan remains at the site of the original installation. This Warranty extends through the first installation of the fan and terminates if the fan is moved or reinstalled at a new location.

WHEN DOES THE WARRANTY PERIOD BEGIN?

The Warranty Period commences on the date the product is installed, or 15 days following shipment of the product, whichever date is earlier. In the case where the products are installed in new construction, the warranty shall commence on the date that the owner takes possession. To obtain warranty service, customer will be required to provide documentation verifying the date the product was installed or that possession of the property was taken, as the case may be.

WHAT WILL BIG ASS FANS DO?

1. During the Warranty Period, Big Ass Fans will, at its option:
 - a. Repair or replace the affected components of any defective product;
 - b. Repair or replace the defective product; or
 - c. Refund the price you paid for the product upon return of the product to Big Ass Fans, shipping and insurance prepaid.



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The foregoing constitutes your exclusive remedy and the limit of liability for Big Ass Solutions, and for any and all losses in connection with this product.

WHAT ARE THE STEPS REQUIRED TO OBTAIN WARRANTY SERVICE?

1. If the fan is operating, immediately turn off the fan.
2. Contact Big Ass Fans' Technical Support Department as soon after the issue is discovered as possible by:
 - a. Calling 1-877-BIG-FANS (244-3267); or
 - b. Visiting the Big Ass Fans website and completing a Technical Service form; or
3. Once the Technical Support Representative has received your warranty claim, a case will be processed. In order to process this case, please have the following information available:
 - a. Your name, address, phone number, and installation address;
 - b. Product brand name, serial number, purchase price, and verification of product installation or premises possession date;
 - c. Detailed description of the problem you have experienced.
4. If the Technical Support Representative determines that the warranty claim is valid and that a replacement part is required, the Representative will process the claim and the replacement part will be shipped to you. Included in the shipment of the replacement part will be any shipping labels and documents needed to return the original part, including a Return Materials Authorization (RMA) number.

Note: Your receipt of the replacement part constitutes your agreement to return the failed part to Big Ass Fans within 15 days of the receipt of the replacement part delivery. If Big Ass Fans does not receive the original part, you will be invoiced for the retail cost of the replacement part and shipping, and you will be responsible for payment for the replacement part upon receipt of the invoice. Big Ass Fans reserves all rights it retains under law to collect the retail cost of the replacement part and shipping if the original is not returned as specified above.

5. If we ask you to ship the fan back to Big Ass Fans for repairs or replacement, we will prepay the shipping and insurance for factory installed fans during the first 12 months after the warranty becomes effective; however, you will have to repackage the fan in such a way that there is no damage to the fan in transit. You will be sent any return shipment documentation necessary to help you return the fan to Big Ass Fans.

Please be patient while we arrange for or undertake the necessary warranty service. We will provide you with regular status updates, as well as shipment dates, if appropriate, until your fan is back in service.

CONDITIONS

1. Big Ass Fans reserves the right to make the final determination, based on its own evaluation of the fan and all components, as to whether:
 - a. The problem in question is the result of a defect in design, workmanship, or materials, and not a result of error, misuse, or abuse on the part of the customer as set forth under the exclusions detailed below;
 - b. The problem or defect is material and requires action under this warranty; and
 - c. The remedy of repair, replacement, or refund is appropriate.
2. If Big Ass Fans determines, in its sole discretion, that the appropriate remedy under the Warranty is a refund, the refund amount will be limited to the price paid by the customer for the product alone, and under no circumstances will it include the cost of labor, shipping, handling, packaging, or any other incidental or consequential costs incurred or anticipated by the customer.
3. With respect to replacement or repair rendered, Big Ass Fans reserves the right to use replacement parts that are refurbished. Big Ass Fans warrants that the parts replaced or repaired, whether or not they have been refurbished or are original equipment, will operate properly and be free from defects in materials and workmanship for a period of 90 days from the date of shipment to the customer, or for the remainder of the original warranty period, whichever is longer. A service fee, parts replacement fee, and shipping charges may be imposed if any fan is returned for warranty service that is missing components or that has been modified in any way or when we determine that no warrantable failure occurred or defect exists. Such fees and charges will vary based upon the actual material and labor costs necessary to replace missing or modified parts and to return the fan to its original factory condition.

WHAT IS NOT COVERED (EXCLUSIONS)?

1. Units purchased and used outside the United States and its territories and Canada.
2. Units purchased from any entity other than Big Ass Fans or a Big Ass Fans Authorized Dealer.
3. Any labor or labor-related costs involved with the installation, repair, removal, or replacement of any fan or any component parts.
4. Units or components where the serial number or part number sticker has been removed or defaced.
5. Defects, malfunctions, failure, or physical damage caused by unauthorized service/parts and improper installation, mishandling, modifications or damage while in your possession including failure to provide reasonable and necessary maintenance, which shall include, but not be limited to:
 - a. Failure to follow the required installation procedures specified in the Big Ass Fans-supplied Installation Guide and in all other documentation supplied with the fans and related equipment;
 - b. Failure to follow all relevant codes and ordinances including, but not limited to, the National Electric Code and state and local building codes;
 - c. Failure to follow electrical engineering industry standards regarding the approved method of installing solid-state electrical equipment having the characteristics of the fan, the fan control, and their related components, even if such standards are not specifically referenced in any instructions or literature supplied by Big Ass Fans.
 - d. Failure to use all installation and mounting hardware supplied or approved by Big Ass Fans.

ATTENTION: Under no circumstances will the Big Ass Fans be responsible for remedial work necessary to correct installation procedures by others that



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do not conform to those established by the instructions, codes, and standards described under items 5a through 5d above.

- e. Any modification or alteration of, or adjustment to the fans, fan control, and/or mounting and installation hardware and/or any disassembly of the major components of the fans and fan controls for any purpose whatsoever, including any attempt to diagnose and/or repair any problem, without prior written authorization from Big Ass Fans Technical Support Department.
 - f. Misuse, abuse, accidents, unreasonable use, or Acts of God;
 - g. Incorrect electric current, voltage, or supply;
 - h. Failure to use fan controls supplied by Big Ass Fans unless:
 - i. Big Ass Fans' Technical Support Department has provided written permission prior to installation; and
 - ii. The fan controls are built, operated, and maintained according to specifications provided to and approved by Big Ass Fans' Technical Support Department.
 - i. Operating the fan(s) at higher than recommended speeds.
 - j. Resetting parameters of any control without prior approval by Big Ass Fans Technical Support
 - k. Failure to perform periodic maintenance as detailed in the Big Ass Fans-supplied Installation Manual. Big Ass Fans recommends examining the fan suspension system at least once every two years.
6. Consequential or incidental damages sustained by any person, entity, or structure as a result of any breach of these warranties, except where such damages may not be excluded by law.
 7. Claims made for products that have not been paid for in full.
 8. Damage caused by premises structural defects, structural movement or settlement, exposure to chemicals, acid rain or other corrosive elements, excessive humidity, and/or wind.
 9. Normal changes to the finish caused by ordinary use or damage to non-factory applied finishes.
 10. Damage or failure caused by subjection of the product to conditions outside its design limitations.
 11. Defects reported more than 90 days from when they were discovered or should have been discovered.

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, AND OF ALL OTHER OBLIGATIONS AND LIABILITIES ON BIG ASS FAN'S PART, AND BIG ASS FANS NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF THE PRODUCTS. NO OTHER WARRANTY EXPRESSED OR IMPLIED, WHETHER OF FITNESS FOR A PARTICULAR PURPOSE OR OF MERCHANTABILITY OR OF ANY OTHER KIND, WHETHER OR NOT SIMILAR IN NATURE TO ANY PREVIOUSLY SPECIFIED, SHALL EXIST WITH RESPECT TO SUCH PRODUCTS, ALL SUCH WARRANTIES BEING HEREBY WAIVED BY CUSTOMER. UNDER NO CIRCUMSTANCES SHALL BIG ASS FANS BE LIABLE FOR ANY LOSS, DAMAGE, COST OF REPAIR, OR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND IN CONNECTION WITH THE USE, SALE, OR REPAIR OF ANY PRODUCTS PURCHASED FROM BIG ASS FANS, UNLESS SUCH DAMAGES CANNOT BE EXCLUDED BY LAW.

Big Ass Fans reserves the right to change this warranty at any time without advance notice.



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