



**Warranty Procedure**  
For Commercial & Industrial Products  
(Excluding Air Handling Units)



## We want to help

We understand you wish to make a claim under Elta Fans warranty. We want to make the claim process as straight forward as possible and deal with it quickly and fairly for you. To help us do this we need to ask you to help us by reading through and considering this warranty procedure in detail. Once you are satisfied that you wish to proceed, please complete the two page form at the end of this document, scan it and then email it back with any additional supporting information to the person who sent it to you. The more information we have from the start, the easier we can deal with your claim.









## Option 1 – Return fan to Elta Fans for test & report

The unit should be returned to Elta Fans with the relevant paperwork to check if the unit is covered under warranty. If, after inspection, we agree that the unit is covered under warranty, we will either repair the unit or provide a new unit to a UK mainland address at no cost. If we declare that the unit is not covered under warranty, we will advise why and provide a price for repairing or replacing the unit.

If a replacement has already been purchased, we will issue a credit if the unit is found to be covered under warranty. If not, no credit will be issued and the invoice for the replacement will be payable.

The goods will then be available for customer to collect for 14 days after the report is issued. If we do not hear from the customer after 14 days then the goods will be scrapped.



## Option 2 – Site visit

An order should be placed with us to cover the potential cost of the site visit and to send a representative to inspect the unit in-situ. A price will be advised before the site visit goes ahead. We will invoice for this visit and this invoice will be payable if the fault is found to be not covered by our warranty. If, after the site inspection, we agree that the unit is covered under warranty, all costs will be covered by Elta Fans.

Our engineer will attempt to repair the unit on site if possible, but if not, we will arrange for a replacement part or new unit to be sent to the site, free of charge.

We can provide an additional price for an engineer to go back to the site and install the replacement part/unit should you wish.

**Please note: We will not cover any further costs for installation in line with our terms and conditions of sale.**

If, after the site inspection, we declare that the unit is **not** covered under warranty, the full value for the site inspection will stand and we will:

1.

Provide you with a price for a replacement part or new unit to be sent to a UK address.

2.

Provide you with a price to remove the component or unit not covered under warranty and supply and install a replacement component or unit.

Complete this form after having read and fully understood the warranty procedure for Elta Fans products. Once completed, please submit it to the person who sent it to you with any additional supporting information. Please note, your warranty claim will be rejected if the form is not completed in full.

Your Name:	
Company Name (if applicable):	
Your full address including postcode:	
Your email address:	
Your contact telephone number(s):	
Unit code of the product you are claiming as faulty or damaged under warranty*:	
Serial number of the product you are claiming as faulty or damaged under warranty*:	
Where the unit is installed:	
How the unit is accessed for inspection and maintenance and if necessary, removal and re-fitting:	
If possible, please send some pictures of the unit when you email this form back to us. If you are sending pictures please describe the pictures you are sending here:	
Detail of what you think is wrong with the unit: Please provide as much information as possible for us to evaluate your claim.	

\*This information will be found on a label on the unit. Please remember to isolate the electrical supply to the unit before inspecting any part of it.

Name (please print):	Date:
Signature:	

1. Proof of purchase e.g. a copy of your order or our invoice no. Please specify what proof of purchase you are providing:		
2. The date when the unit was delivered to you:		
3. The date when it was installed:		
4. Details of who installed the unit:		
5. Date the unit was commissioned:		
6. Details of who commissioned the unit:		
Please provide the installation address:		
Please confirm which option you require?	<input type="checkbox"/> Option 1 – Return fan	<input type="checkbox"/> Option 2 – Site visit

**Tel** +44 (0) 1384 275800  
**Fax** +44 (0) 1384 275810  
**Email** [info@eltafans.co.uk](mailto:info@eltafans.co.uk)

46 Third Avenue, Pensnett Trading Estate, Kingswinford,  
West Midlands, DY6 7US United Kingdom

[eltafans.com](http://eltafans.com)

EFW-03-2022-ISSUE D



A MEMBER OF  ELTA GROUP