

Warranty Policy for HVLS & HVHS Fans

Updated 5/30/2025

1. WARRANTY COVERAGE

This Limited Warranty is provided by Glocon, Inc. d/b/a Swifter Fans ("Swifter Fans") and covers defects in materials and workmanship in your Swifter Fans fan products. This document is a statement of product warranty and is not an insurance certificate.

The warranty period commences from the ship date. Ship date is defined as the date which Swifter Fans ships the fan components/accessories from its factory or distribution warehouse.

1.1 HVLS Fan Models (Aura Pro, Aura Lite, Performance Pro, Performance Lite)

Swifter Fans warrants that its High-Volume, Low-Speed ("HVLS") fan products will be free from defects in materials and workmanship for the following periods from the ship date:

- **Mechanical Components:** Fifteen (15) years
 - Including mounting bracket(s), downrod, fan blades (airfoils), wingtips, and hardware
- **Electrical Components and Motor:** Five (5) years
 - Including direct drive permanent magnet synchronous motor (PMSM), variable frequency drive, and standard wired and wireless controllers

1.2 HVHS Fan Models (Mobile Pro, Scalar Pro)

Swifter Fans warrants that its High-Volume, High-Speed ("HVHS") fan products will be free from defects in materials and workmanship for the following period from the ship date:

- **All Parts:** Three (3) years
 - Including the motor and all other components

2. WARRANTY CONDITIONS

The warranties set forth above are subject to the following conditions:

- 2.1 The fan must be installed by either a Swifter Fans factory technician or a properly licensed electrician/contractor as required by applicable state, county, or municipal regulations.
- 2.2 The fan must be installed in a non-residential facility. For purposes of this warranty, 'non-residential facility' means any building or structure that is not primarily used as a private dwelling, including but not limited to: commercial buildings, industrial facilities, warehouses, retail establishments, offices, schools, hospitals, agricultural buildings, and mixed-use buildings where the fan is installed in a commercial area. Home-based businesses operating in residential buildings are considered residential facilities.
- 2.3 The fan cannot be relocated from its original installed location.
- 2.4 The fan must be installed, operated, and maintained in accordance with the User Manual provided by Swifter Fans.
- 2.5 The fan cannot be modified in any way.
- 2.6 For fans installed in outdoor locations, the installation site must provide solid overhead protection from precipitation that extends a minimum of two (2) feet beyond the fan wingtips on all sides. This overhead coverage must be permanent and fixed in place.
- 2.7 The fan must be paid for in full as per the terms of sale.

3. WARRANTY EXCLUSIONS

The warranties set forth above will be void in their entirety under any of the following circumstances:

- 3.1 The fan is exported outside of the United States.
- 3.2 Damage is caused by:
 - a) Improper operation, use, handling, transportation, installation, or maintenance;
 - b) Unstable electrical power supply;
 - c) Physical collision of an external object with the fan; or
 - d) Indoor Applications: Extreme environmental conditions outside normal commercial building parameters for the geographic region where the fan is installed such as excessive heat, humidity, dust, chemical exposure, and corrosive or erosive environments. This exclusion applies only to fans installed in indoor locations.
 - e) Covered Outdoor Applications: For fans installed in outdoor locations with proper overhead protection as specified in section 2.6, corrosion caused by salt water exposure or salt air as a result of installation in

proximity to salt water bodies (including oceans, seas, bays, or other marine environments). This exclusion also includes damage from acid rain, chemical exposure, and other corrosive or erosive environmental conditions specific to outdoor installations.

3.3 Manufacturing defects that are visually apparent during unpacking and initial setup without the use of tools or operation of the fan are not reported to Swifter Fans within ninety (90) days of the ship date. This includes obvious damage to packaging, visible cracks, dents, missing components, or other defects that would be immediately noticeable to a person conducting a standard receiving inspection.

4. ITEMS NOT COVERED BY WARRANTY

The warranties set forth above do not cover:

4.1 Normal wear and tear, including gradual deterioration of components due to regular use over time, minor surface oxidation, slight noise increases after extended operation, and routine maintenance items as specified in the User Manual.

4.2 Minor cosmetic defects that do not affect performance, including small scratches, minor scuffs or marks that do not penetrate the base material, slight color variations within manufacturing tolerances, or other superficial blemishes that do not impact the structural integrity or operation of the fan.

4.3 Fan noise. Fan noise ratings stated on Swifter Fans product data sheets, quotations, or other communications are based on controlled test conditions and are therefore approximations and for general reference only. Actual fan noise may vary depending on installation site, fan configuration, environment, and duration of use. Fan noise is normal and is to be expected given the use of various electrical and mechanical sub-components.

4.4 Spare and replacement parts purchased by the Customer.

4.5 Custom assemblies or parts specifically engineered outside standard product specifications supplied by Swifter Fans or third parties.

5. WARRANTY CLAIM PROCEDURE

5.1 If you experience any problem with the fan, immediately shut down fan operation and contact Swifter Fans by email or phone so that we may help troubleshoot.

5.2 In the event that the problem is not resolved over the phone, the Customer must: a) File a warranty claim by contacting Swifter Fans using email or phone; b) Obtain a Return Merchandise Authorization (RMA) number; c) Package claimed part(s) appropriately to prevent any damage during handling and shipping; and d) Ship the claimed part(s) to Swifter Fans, with prepaid shipping and insurance.

5.3 The Customer is responsible for any costs incurred to uninstall defective or re-install replacement fan parts.

5.4 Upon receipt and review of the parts being claimed against the warranty, Swifter Fans will advise disposition for the claim: a) If it is determined that the claimed part has a manufacturing or workmanship defect, Swifter Fans will, at its option, either repair or replace the defective component and ship it back to the Customer. If the product or component in question is found to be defective and covered under warranty, Swifter Fans will pay for shipping back to the customer. b) If it is determined that the source of component failure is outside the scope of this warranty, the Customer will be given the option to purchase a replacement part.

5.5 Swifter Fans reserves the right to make the final determination as to whether the component is covered under this Limited Warranty.

5.6 Claim Process Initiation: a) If the fan was purchased directly from Swifter Fans, you can contact us via phone or email to initiate the claim process. b) If the fan was purchased through a reseller, contact them first so they can file the claim directly with Swifter Fans. If the reseller is unavailable or unable to assist, you may contact Swifter Fans directly.

5.7 The Customer must provide the serial number of the fan, which is located on the fan motor. The serial number is also documented on the Swifter Fans Packing List.

5.8 The Customer must provide proof of purchase, including shipping documentation with the ship date and fan model, when making a warranty claim.

5.9 The Customer must NOT ship any components to Swifter Fans without first obtaining an RMA number. Shipments without an RMA number will NOT be accepted.

5.10 Warranty repairs or replacements do not extend the original warranty period.

6. LIMITATION OF LIABILITY

6.1 THE REMEDIES DESCRIBED ABOVE ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES AND SWIFTER FANS' ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY.

6.2 SWIFTER FANS' LIABILITY WILL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL PURCHASE PRICE PAID FOR THE PRODUCT.

6.3 SWIFTER FANS SHALL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, OR PUNITIVE DAMAGES OR LOSSES, ARISING OUT OF OR IN CONNECTION WITH THE INSTALLATION, USE OR INABILITY TO USE THE PRODUCT, OR ANY CLAIM MADE BY A THIRD PARTY.

6.4 THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WRITTEN OR ORAL WARRANTIES, TERMS, CONDITIONS, AND WARRANTIES, WHETHER EXPRESS OR IMPLIED.

6.5 SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY.

7. ADDITIONAL TERMS

7.1 This warranty gives the customer specific legal rights, and the customer may also have other rights which vary from state to state.

7.2 Warranty Transferability: The Limited Warranty is transferrable to a new owner for the remaining period of the warranty. The warranty is transferrable to an end-user when the fan is purchased through a Swifter Fans authorized reseller, distributor, or directly from Swifter Fans. It is the responsibility of the reseller to communicate the warranty terms and conditions to the end-user. Alternatively, the reseller may provide Swifter Fans with the end-user's contact information so that Swifter Fans may register the user.

7.3 Transfer Process: To transfer warranty coverage to a new owner, please contact Swifter Fans using email or phone with the fan serial number, original purchase information, and new owner details.

7.4 Return Policy: All sales are final. Swifter Fans does not accept returns without prior return authorization.

7.5 Swifter Fans reserves the right to make changes to its warranty policy at any time. Any such changes will not affect products purchased prior to the effective date of the change.

7.6 For additional information or to make a warranty claim, please contact Swifter Fans' Customer Service Department at (973) 463-7300.