

Kale Fans 质保政策

Kale FANS WARRANTY

开勒风扇保证，在适用保修期内，正常使用和维护不会出现材料和工艺缺陷。除本文规定的保证之外，不适用其它书面、口头保证，也不授权任何员工、代理人、经销商或其他人代表本公司提供任何保证。

Kale Fans warrants the Products listed in the table below will be free from defects in materials and workmanship under normal use and maintenance for the applicable Warranty Period. Other than the Warranty set forth in this document, no other written or oral warranties apply, and no employee, agent, dealer, or other person is authorized to give any other warranties on behalf of Kale Fans.

保修开始日期

START DATE OF WARRANTY COVERAGE

保修期取决于售卖的国家，详情咨询当地销售和技术支持经理。客户应提供【铭牌】【照片、实物】以确认质保周期，以便获得保修服务。

The warranty period depends on the country of sale. Please consult your local sales and technical support manager for details. The nameplate and photo of physical object should be provided to confirm the warranty period in order to obtain warranty service.

保修期

PRODUCTS COVERED BY THIS WARRANTY AND APPLICABLE WARRANTY PERIODS

产品系列	Fan Range	整机质保	Warranty of the Whole machine
风悦 III	Eurus III	3	3
风悦 II	Eurus II	3	3
风行	Zephyrus	3	3
风行 S	Zephyrus S	3	3
爱睿	Airfree	3	3
爱牧 I	Airmove I	3	3
爱牧 II	Airmove II	3	3
爱酷	Aircool	3	3

延保选项

EXTENDED WARRANTY OPTIONS

产品系列	Fan Range	Extended Whole machine Warranty Price per year	Max Years Available for Purchase	Max Whole machine Warranty with Extended Whole machine Warranty Purchase
风悦 III	Eurus III	Current year' s price*10%	3	10
风悦 II	Eurus II	Current year' s price*10%	3	10
风行	Zephyrus	Current year' s price*10%	3	10
风行 S	Zephyrus S	Current year' s price*10%	3	10
爱睿	Airfree	Current year' s price*10%	3	10
爱牧 I	Airmove I	Current year' s price*10%	3	10
爱牧 II	Airmove II	Current year' s price*10%	3	10
爱酷	Aircool	Current year' s price*10%	3	10

自购买之日起 90 日内提供延保购买的服务。

Extended warranty purchases are available within 90 days from the date of purchase.

覆盖范围

WHAT IS COVERED?

本保修由【中国上海】Kale Fans 提供，并涵盖在正常使用和维护下，当产品由国家合格或【有执照】的电气承包商按照 Kale Fans 的书面安装说明正确安装并按照这些说明操作时，对风扇正常运行能力产生不利影响的任何材料或工艺缺陷，以及当此类风扇直接从 Kale Fans 或授权经销商处购买时。本有限保修受本文件中所述的所有条款、条件、限制和除外条款的约束。

This Warranty is provided by Kale Fans of No. 1588, Maixin Road, Songjiang District, Shanghai, China, and 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 according to Kale Fans' written installation instructions by a state-qualified or 【licensed】 electrical contractor and operated pursuant to these instructions, and when such fans are purchased directly from Kale Fans or a Kale Fans Authorized Dealer. This Limited Warranty is subject to all provisions, conditions, limitations, and exclusions described within this document.

覆盖对象

WHO IS COVERED?

此保修适用于原始购买者和后续所有者，但仅限于风扇仍在原始安装现场时。此保修期从风扇的第一次安装开始，如果将风扇移动或重新安装到新位置，则保修期终止。

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.

（保修期内）Kale Fans 会做什么

WHAT WILL KALE FANS DO?

在保修期内，Kale Fans 将承担相应费用：

- 修理或更换任何有缺陷产品的受影响部件
- 修理或更换有缺陷的产品

During the Warranty Period, Kale Fans will, at its option and cost:

Repair or replace the affected components of any defective product;

Repair or replace the defective product.

获得保修服务需要采取哪些步骤？

WHAT STEPS ARE REQUIRED TO OBTAIN WARRANTY SERVICE?

1 如果风扇正在运行，请立即关闭风扇。

1. If the fan is operating, immediately turn off the fan.

2 发现问题后，请尽快联系当地的技术支持

2. Contact Kale Fans' Technical Support as soon after the issue is discovered as possible by:

- 通知用户保留第一现场情况并第一时间提供符合以下要求的视频和图片
- 视频：包含控制柜铭牌、错误代码、问题详细描述；
- 图片：现场工况，清晰的控制柜铭牌，风扇；
- 您遇到的问题的详细描述
- 【我司专属售后邮箱】 aftersales@kalefans.com

- Notification for the User: Please preserve the situation at the scene and provide videos and pictures as per the following requirements at the earliest:
- Video: Include the nameplate of the control cabinet, error codes, and a detailed description of the problem.
- Picture: Current site conditions, clear images of the control cabinet nameplate, and the fan.
- Detailed description of the problem you have experienced.
- Please send the above content to aftersales@kalefans.com.

3 如果技术支持代表确定保修索赔有效并且需要更换零件，则技术支持代表将处理索赔并将更换零件运送给您。

3. 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.

在我们安排或承担必要的保修服务时，请耐心等待。我们将定期向您提供状态更新以及发货日期（如果适用），直到您的风扇恢复使用。

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.

条件

CONDITIONS

1 Kale Fans 保留根据其对风扇及其所有组件的评估做出最终决定的权利，以确定是否：

1. Kale Fans reserves the right to make the final determination, based on its own evaluation of the fan and all its components, as to whether:

- 所述问题是由于设计、工艺或材料缺陷造成的，而不是本保修中详细说
明的除外条款中规定的客户错误、误用或滥用造成的；

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 in this Warranty;

- 操作过程中听到的噪音在正常操作水平内，在这种情况下，本保修不适用。注：由于风机的设计和/或现场条件，某些电气、电机或其他操作噪音可能无法消除。

Noise heard during operation is within normal operating levels, in which case this Warranty would be inapplicable. Note: Certain electrical, motor, or other operating noise may be impossible to eliminate due to the fan design and/or site conditions.

- 不利的现场条件（包括但不限于灰尘过多、高温、潮湿、电力服务不稳定或影响产品正常运行的任何其他未知或不可预见的条件）、不适当的应用或不适当的安装被确定为故障的基础。

Adverse site conditions, (including, but not limited to, excessive dust, heat, humidity, unstable electric service, or any other unknown or unforeseen condition that affects the proper operation of the products) improper application, or improper installation is determined to be the basis for the failure.

- 问题或缺陷是实质性的，需要根据本保修采取行动；和

The problem or defect is material and requires action under this Warranty;
and

- 修理或更换的补救措施是适当的。

The remedy of repair and replacement is appropriate.

2 对于所提供的更换或维修，Kale Fans 保证，更换或维修的零件是原装设备，在自装运给客户之日起在原始保修期的剩余时间内，均将正常运行，且无材料和工艺缺陷。

2. Kale Fans warrants that the parts replaced or repaired, they have been are original equipment, will operate properly and be free from defects in materials and workmanship for the remainder of the original warranty period from the date of shipment to the customer.

什么不包括在内（除外）？

WHAT IS NOT COVERED (EXCLUSIONS)?

没有其他书面或口头保证适用，也没有任何员工、代理人、经销商或其他人被授权代表 Kale Fans 提供任何保证。

No other written or oral warranties apply, and no employee, agent, dealer, or other person is authorized to give any warranties on behalf of Kale Fans.

注意：在任何情况下，Kale Fans 都不负责纠正其他不符合以下所述说明、规范和标准的安装程序所需的补救工作。

ATTENTION: Under no circumstances will Kale Fans be responsible for remedial work necessary to correct installation procedures by others that do not conform to those established by the instructions, codes, and standards described under items below.

1 从原厂或工厂授权经销商以外的任何实体购买的设备，由原厂或工厂授权经销商以外的安装人员所安装的设备。

1.Units purchased from any entity other than Kale Fans or a Kale Fans Factory Authorized Dealer, units are installed by personnel other than the original manufacturer or factory-authorized dealers.

2 序列号或零件号标签已被移除或污损的装置或部件。

Units or components where the serial number or part number sticker has been removed or defaced.

3 由不当安装、不利的现场条件（包括但不限于过热、灰尘或湿度、不稳定的电力服务或影响产品正常运行的任何其他未知或不可预见的条件）、错误处理、修改、或在您占有期间的损坏，包括未能提供合理和必要的维护，包括但不限于：

3.Defects, malfunctions, failure or physical damage caused by unauthorized service/parts and improper installation, adverse site conditions (including, but not limited to, excessive heat, dust or humidity, unstable electric service, or any other unknown or unforeseen condition that affects the proper operation of the products), 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 未能遵守Kale Fans 风机提供的安装说明以及风机和相关设备提供的所有其他文件中规定的安装程序；

a. Failure to follow the required installation procedures specified in the Kale Fans-supplied installation instructions and in all other documentation supplied with the fans and related equipment;

b 未能遵守所有相关规范和条例，包括但不限于任何适用的电气规范或类似规范以及其他管辖区（包括省和地区）的地方建筑规范；

b. Failure to follow all relevant codes and ordinances including, but not limited to, any applicable electric codes or similar codes and other jurisdictional (including provinces and localities) local building codes;

c 未能遵守电气工程行业标准，即安装具有风扇、风扇控制及其相关部件特性的固态电气设备的批准方法，即使 Kale Fans 提供的任何说明或文献中没有具体引用此类标准；

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 Kale Fans;

d 未能正确使用 Kale Fans 提供或批准的所有安装和安装配件；

d. Failure to use properly all installation and mounting hardware supplied or approved by Kale Fans;

e 未经 Kale Fans 技术支持部门事先书面授权，出于任何目的对风扇、风扇控制装置和/或安装和安装硬件进行任何修改、更改或调整，和/或对风扇和风扇控制装置的主要部件进行任何拆卸，包括试图诊断和/或修复任何问题；

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 Kale Fans' Technical Support Department;

f 滥用、误用、事故、不合理使用或天灾；

f. Misuse, abuse, accidents, unreasonable use, or Acts of God;

g 电流、电压或电源不正确；

g. Incorrect electric current, voltage, or supply;

h 未能使用 Kale Fans 提供的风扇控制装置，除非

h. Failure to use fan controls supplied by Big Ass Fans unless:

- Kale Fans 风扇技术支持部门在安装前已提供书面许可；和

Kale Fans' Technical Support Department has provided written permission prior to installation; and

- 风机控制装置是根据提供给 Kale Fans 风机技术支持部门并经其批准的规范进行建造、操作和维护的。

i The fan controls are built, operated, and maintained according to specifications provided to and approved by Kale Fans' Technical Support Department.

4 任何人、实体或结构因违反这些保证而遭受的间接或附带损害，法律可能不排除此类损害的情况除外。

4. 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.

5 针对未全额付款的产品提出的索赔。

5. Claims made for products that have not been paid for in full.

6 因房屋结构缺陷、结构移动或沉降、暴露于化学品、盐水、酸雨或其他腐蚀性元素、湿度过大和/或风而造成的损坏。

6. Damage caused by premises structural defects, structural movement or settlement, exposure to chemicals, salt water, acid rain or other corrosive elements, excessive humidity, and/or wind.

7 普通使用或非工厂应用饰面损坏导致的饰面的正常变化。

7. Normal changes to the finish caused by ordinary use or damage to non-factory applied finishes.

8 产品受设计限制以外的条件影响而造成的损坏或故障。

8. Damage or failure caused by subjection of the product to conditions outside its design limitations.

9 自发现或本应发现缺陷之日起 90 天内报告的缺陷。

9. Defects reported more than 90 days from when they were discovered or should have been discovered.

10 对于 Kale Fans 提供的构成产品一部分的电气和电子部件, 包括电机、电机驱动器和变频驱动器, Kale Fans 依赖于原始制造商确定此类部件的故障是否是缺陷造成的。如果此类部件的制造商确定不存在缺陷, 因此拒绝将其纳入保修范围, 则 Kale Fans 同样不会对此类物品进行保修, 除非 Kale Fans 确定此类电气或电子部件的故障是由于产品其他部分的设计、工艺或材料缺陷造成的。

10. With regard to electrical and electronic components provided by Kale Fans that comprise part of the products, including motors, motor drives, and variable frequency drives, Kale Fans relies on the determination by the original manufacturer as to whether the failure of such component was the result of a defect. If the manufacturer of such component determines that there was no defect and therefore refuses to cover it under warranty, Kale Fans likewise will not warranty such item unless Kale Ass Fans determines that the failure of such electrical or electronic component was the result of a defect of design, workmanship, or material within some other part of the products.

维修、更换是本保修项下提供的唯一补救措施, Kale Fans 概不负责任何形式的损害, 包括附带和间接损害。附带损害包括但不限于时间损失和使用损失等损害。间接损害包括但不限于修理或更换因本产品无法正常工作而损坏的其他财产的费用。

REPAIR AND REPLACEMENT ARE THE EXCLUSIVE REMEDIES AVAILABLE UNDER THIS WARRANTY AND KALE FANS IS NOT RESPONSIBLE FOR DAMAGES OF ANY KIND, INCLUDING INCIDENTAL AND CONSEQUENTIAL DAMAGES.

Incidental damages include but are not limited to such damages as loss of time and loss of use. Consequential damages include but are not limited to the cost of repairing or replacing other property which was damaged if this product does not work properly.

定义

DEFINITIONS

1 “正确操作”仅适用于机械、电气和结构功能。除非另有书面协议，否则不保证任何产品的尺寸或产生的气流，或其有效性是否适合其预期用途或客户的特定应用。

1. “Operate properly” applies to mechanical, electrical, and structural functions only. No guarantee, unless and except by separate written agreement, is made regarding the dimensions or air movement generated or the appropriateness of the effectiveness of any product for its intended purpose or for the customer’ s particular application. Big Ass Fans does not warrant or guarantee ion levels nor the elimination of any particular pathogens or microbes when ion technology is incorporated into the fan system, as operating conditions are outside of our control.

2 “整机”是指 Kale Fans 提供的机械和电器部件的总和。

2. “Whole machine” shall mean the sum of mechanical and electrical components supplied by Kale Fans.

3 “机械”是指 Kale Fans 提供的机械部件，这些部件构成了产品的一部分，包括齿轮箱、风扇轮毂、电机框架、支架、翼型和小翼。

3. "Mechanical" shall mean mechanical components provided by Kale Fans that comprise part of the products, including the gearbox, fan hub, motor frame, mounting, airfoils, and winglets.

4 “电气”系指 Kale Fans 提供的构成产品一部分的电气和电子部件, 包括电机、电机驱动器、变频驱动器以及任何标准控制器或附件。

4. "Electrical" shall mean electrical and electronic components provided by Big Ass Fans that comprise part of the products, including motors, motor drives, variable frequency drives, and any standard controller or accessory.

Kale Fans 保留随时更改保修的权利, 恕不另行通知。

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