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Warranty

Your VELO hand dryer product has been manufactured to meet our highest quality standards. We urge you to take good care of your product and be sure to follow instructions carefully. This will provide you with the best possible performance and lifespan of the product.

The inclusion of the following paragraph is a requirement by Australian Law. It explains that consumers have rights by law regardless of any warranties provided or not by a manufacturer or supplier.

“Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.”

In addition to guarantees under Australian Consumer Law, HPA Group warrants all machines and their components against faulty material and/or workmanship for a period between 5-7 years depending on the product, from the date of purchase by the consumer. The following explains conditions and what to do in the event of a claim:

- HPA will replace parts determined as faulty however this does not cover reasonable wear through normal use of any consumable parts, such as but not limited to filters and electrical leads etc.
- Warranty does not cover any machine or component that has been altered, abused, neglected, modified, used with non-genuine Velo components or has not been used and maintained as indicated in the Product Manual.
- Warranty repairs can only be carried out by an authorised Velo hand dryer repairer.
- All reasonable expenses associated with returning goods for a warranty claim are the consumer's responsibility.
- Claims must be made within five years of the date of purchase and proof of purchase must be supplied with the claim.
- To make a claim under warranty, fill in the warranty claim form online. In the event the place of purchase does not satisfactorily rectify the matter, please contact HPA using the contact details above.



Avda. de la Fama, 118 - 08940 Cornellà de Llobregat (Barcelona) - SPAIN
Tel. 934-742-423 Fax.934-743-548 url: www.nofer.com email: nofer@nofer.com

NOFER, S.L

CIF: B-60317005

GUARANTEE CERTIFICATION

WINDFLOW 01151.S - 01151.B - 01151.W

CYCLON 01100.S - 01100.B - 01100.W - 01101.S - 01101.B - 01101.W

FUGA 01851.S - 01851.B - 01851.W - 01861.W

BIGFLOW 01451.S - 01451.B - 01451.W - 01461.W

KAI 01250.S – 01250.B – 01250.W – 01251.S – 01251.B – 01251.W

THIN 01600.S – 01600.B – 01600.W

This device has 5 years or 200000 operation cycles of total guarantee against whatever manufacturing problem or damage is incurred. Both spare parts and labour cost will be included in this guarantee period. The validity of the guarantee starts from the purchasing date, certified by the seller's stamp, and expires at the end of the indicated period, even when the device has not been used. The guarantee has no validity when damages are caused by an incorrect operation, bad installation or not according with the legal rules, or are caused by people unauthorised by the manufacturer. The Guarantee does not include consumable components like motor brushes or filters that must be substituted according with it averaged life.

Stamped and signed in Cornellà de Llobregat, on the 22nd of September 2015.

NOFER S.L.
CIF: B60317005

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LIMITED WARRANTY

Velita Fusion product is guaranteed for 5 years (*) or 250.000 cycles of use.
 Velita Vjet or Triblade product is guaranteed for 7 years (*) or 250.000 cycles of use.
 (*) The Warranty covers replacement of pieces and cost of the labor during the first 3 years. From year number 4 to 5 only pieces are warranted (labor cost is not included). The normal wear of the carbon brushes of the motors is not included in the warranty.

TERMS OF WARRANT

- 1) In case of a Warranty claim, the defective product shall be either repaired or replaced at the manufacturer's choice.
- 2) Warranty card appropriately filled out or with the purchase document where purchase date, model name and serial number must be indicated.
- 3) Warranty does not cover product failures caused by: improper or inadequate installation or maintenance, misuse, accidents, fire, floods or other acts of God. In these cases Warranty will be considered void.
- 4) Warranty terms and conditions cannot be modified or extended by third parties.
- 5) This warranty statement concedes the end user concrete legal rights. Local law may also grant additional rights to the end user according to the country where the product was purchased.

WARRANTY CARD

PRODUCT MODEL: PRODUCT SERIAL NUMBER: . . .
 DISTRIBUTOR NAME AND STAMP:
 PURCHASE DATE:
 END USER NAME AND ADDRESS: . . .

*Fill this card at purchase moment

WARRANTY INFORMATION

a) What Warranty is offered with the Veltia Hand Dryer?

This Veltia Fusion is guaranteed for 5 years (*) or 250.000 cycles of use.
 The Veltia Vjet or Triblade product is guaranteed for 7 years (*) or 250.000 cycles of use.
 In case of a Warranty claim, the defective product shall be either repaired or replaced at the manufacturers choice.
 (*) The Warranty covers replacement of pieces and cost of the labor during the first 3 years.
 From year number 4 to 5 only pieces are warranted (labor cost is not included).

b) Terms and Conditions of the 5 year Warranty

1. - The Warranty becomes effective at the date of invoice (or the date of delivery if this is later). The customer must provide the Warranty card appropriately filled out or with the purchase document where purchase date, model name and serial number must be indicated.
- 2.- The customer must provide proof of delivery and/or purchase before any work is carried out on the machine. Without this proof, any carried out work will be chargeable. Please keep your receipt or delivery note.
- 3.- All work will be carried out by Veltia or its authorized agents. Any hand dryer manipulated by customer will be out of warranty.
- 4.- Any parts which are replaced under Warranty terms will become the property of Veltia.
- 5.- The repair or replacement of your machine under warranty will not extend the period of Warranty.
- 6.- The Warranty period for used equipment, spare parts (except consumables), and repair work is six (6) months respectively.
- 7.- The Warranty provides benefits which are additional to and do not affect your statutory rights as a consumer.

c) What is not covered by the warranty?

- Veltia does not guarantee the repair of the hand dryer in the following situations:
- 1.- Normal wear and tear. The Warranty period 5-years or 250.000 cycles of use, whichever comes first. The normal wear of the carbon brushes of the motors is not included in the warranty.
 - 2.- Accidental damage, faults caused by negligent use, inadequate or lack of maintenance, misuse, vandalism, neglect, careless operation or handling of the machine which is not in use as stated in the installation and maintenance guide, misuse, accidents, fire, floods or other acts of God. In these cases Warranty will be considered void.
 - 3.- Use of parts not assembled or installed in accordance with the instructions of Veltia.
 - 4.- Use of parts and accessories which are not original components supplied.
 - 5.- Faulty installation (except where installed by Veltia).
 - 6.- Repairs or alterations carried out by parties other than Veltia or its authorized agents will void the Warranty.
 7. - Warranty terms and conditions cannot be modified or extended by third parties.
 8. - Accidental damages caused due to bad handling when changing the outlet air or front cover (Fusion only) are not included in the warranty.
 9. - Accidental damages caused due to not changing the HEPA filter and ZeroSmell gel every 90 days s either not included.
 10. - Warranty does not include accidental damages caused due to a bad way of changing the PC board from Turbo to Eco mode (Fusion only).
 11. - Accidental damages caused due to not emptying the water tank or cleaning the drainage pipe (Vjet or Triblade only).

