

Luna Automation Warranty

Luna Automation warrants that its AC and DC wired motors, battery-powered DC motors, and electronic accessories will be free from defects in materials and workmanship for a period of five (5) years from the original date of purchase, provided the products are properly installed, maintained, and operated under normal conditions.

Should a product be determined by Luna Automation to be defective and covered by this warranty, Luna Automation will, at its sole discretion, repair or replace the product at no cost. Any repair or replacement will be performed using equivalent or comparable components or products. This warranty does not cover costs associated with removal, reinstallation, or any on-site labour.

This warranty does not apply to damage or failure resulting from misuse, abuse, accident, modification, improper handling, neglect, third-party interference, environmental exposure, natural disasters, or failure to comply with Luna Automation's installation, operating, or maintenance instructions.

Repair or replacement of the defective product shall be the purchaser's exclusive remedy and constitutes the full extent of Luna Automation's liability under this warranty. Except as expressly stated herein, Luna Automation disclaims all other warranties, whether express or implied, including but not limited to any implied warranties of merchantability or fitness for a particular purpose. Luna Automation shall not be liable for any incidental, consequential, indirect, or special damages, or for any loss, cost, expense, or fee arising from the use of the product.

To submit a warranty claim, the purchaser must obtain a Return Goods Authorisation (RGA) number prior to returning any product. All products must be returned freight prepaid. Luna Automation will inspect the returned item and, if the claim is approved, repair or replace the product and return it freight prepaid.

Warranty Exclusions

This warranty does not apply where:

- The product has not been installed, operated, or maintained in accordance with provided instructions.
- The product has been opened, dismantled, tampered with, or shows evidence of misuse or damage.
- The product has been used for applications other than motorisation of window coverings, including blinds, shutters, or awnings.
- The product has been used with electrical accessories (including switches or relays) that have not been approved in writing by the Luna Automation Innovation and Design Centre.

To issue a warranty

- Provide reason for warranty, send an email to sales@koolpelmet.com.au or Info@infolunatechnology.com – Buy replacement – If motor is under warranty we will send a credit – Warranty checking process may take 1–3 business days.