

FREQUENTLY ASKED QUESTIONS

Q. I have purchased my Ceiling Fan and taken it home - what do I do next?

A. Book in your installation by going to www.nuathome.com.au/aldi. Simply enter your contact details, pick a day and time that suits you for install. You will receive an email confirming your installation date and contact details. Our electrician will disconnect your old unit and install your new Ceiling Fan.

Q. How far will the installer travel from my nearest ALDI store?

A. Install area within 20km of your nearest ALDI store. If your installation location is more than 20 kilometres there will be a fee of \$1 per kilometre over the 20 kilometre allowance. This fee will be charged for travel in both directions (to and from) your install location, and will be paid directly to the contractor on the day of install.

Q. What happens to my old product?

A. You can choose to dispose of the old product yourself or for a fee of \$30, that can be added during the online booking process, the contractor will handle the disposal for you.

Q. What happens if I need to change my installation date?

A. Simply go online at www.nuathome.com.au/aldi using the reference number provided when you made your original booking and change to your preferred date. You will receive a booking confirmation email indicating your new date.

Q. How will I know the Ceiling Fan will be correctly installed?

A. Your Ceiling Fan will be installed by an experienced and licensed electrician, in line with AS/NZS 3000 wiring rules. The installer will fill out a Completion Certificate that includes a photograph of the installation and a signature from you confirming your satisfaction. This will be returned to us for verification.

Q. What is the warranty on my Ceiling Fan?

A. 3 year in home warranty.

Q. What are the minimum requirements for installation of my ceiling fan?

A. Your ceiling must be high enough that the fan, when fitted, is a minimum of 2.11m from the floor to the bottom of the blades. You also need to have an existing ceiling fan or light present that this fan will replace. This ceiling fan may also be

able to be fitted as a new installation where there is no existing light fitting or existing fan, however please note that additional charges will apply (see below).

Q. Will there be extra charges?

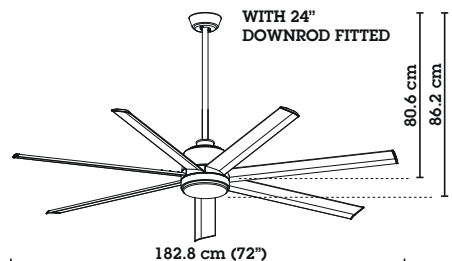
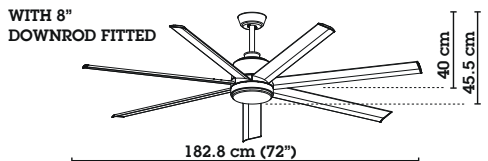
A. This product includes standard "like for like" replacement or where there is an existing light fixture or ceiling fan present. Where there is no existing wiring present, additional charges will apply.***

Compliance with Australian Electrical Safety Standards is a requirement for the installation of your Ceiling Fan. If required, installation of a safety switch or replacement of a non compliant safety switch will incur an added fee of \$198, payable directly to your installer. Any defective wiring must be rectified before installation.

Additional charges can be paid directly to your installer. *** You will be informed of any additional charges before the installation of your product commences.

Q. Can I add a light to my Ceiling Fan?

A. Yes. Simply select the "Add Light Kit" option when you book online, and your installing electrician will arrange to bring it with them to your home. Please note there is an additional charge of \$69 for each light kit, which includes fitting to your fan. See www.nuathome.com.au/aldi for more details.



3 YEAR IN HOME WARRANTY

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5 EASY STEPS



BUY & TAKE YOUR CEILING FAN
WITH INSTALLATION HOME

01



BOOK INSTALLATION
ONLINE

02



PICK A DAY & TIME
THAT SUITS YOU FOR INSTALL

03



OUR ELECTRICIAN WILL
COMPLETE INSTALLATION

04



YOUR CEILING FAN IS READY TO
USE FOR YEAR ROUND COMFORT

05