



## FREQUENTLY ASKED QUESTIONS

### Q. I have purchased my Bathroom Heater Light and Fan and taken it home - what do I do next?

A. Book in your installation by going to [www.nuathome.com.au/aldi](http://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 Heater Light and Fan.

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

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](http://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 Bathroom Heater Light and Fan will be correctly installed?

A. Your Heater Light and Fan will be installed by an experienced and licensed installer. 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 Bathroom Heater Light and Fan?

A. 2 year in home warranty.

### Q. How do I know my Bathroom Heater Light and Fan is compliant with Australian regulations?

A. All Heater Light and Fans provided by Nu are fully compliant and meet Australian Standards.

### Q. Will there be extra charges?

A. This product includes standard "like for like" replacement or where there is an existing light fixture present.

Compliance with Australian Electrical Safety Standards is a requirement for the installation of your Heater Light and 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.

### Please Note:

The ceiling height in your bathroom cannot exceed 2.85 metres in height.

The existing ceiling sheeting must not contain asbestos or be of concrete construction.

