



WARRANTY — CUSTOMER SUMMARY

Smart Ceiling Drying Systems

Thank you for choosing Nuracom. Every genuine Nuracom smart ceiling drying system is backed by a structured voluntary warranty and by your rights under the Australian Consumer Law. This page is a plain-language summary. The full terms are set out in the Nuracom Warranty Policy, which applies in all cases.

Your rights under the Australian Consumer Law

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 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.

This voluntary warranty applies in addition to those rights — it does not replace or limit them.

Your Nuracom warranty at a glance

- Complete Product Warranty — 12 months covering the complete product against manufacturing defects.
- Replacement Parts Warranty — 24 months on genuine Nuracom parts.
- 5-Year Motor Warranty (Lifting Drive Module) — 60 months on the lifting drive module.

All periods run from the date of purchase and apply subject to the terms in the full Warranty Policy.

What is covered

Faults arising from a manufacturing defect in materials, workmanship or factory assembly that appear during normal intended use within the applicable warranty period.

What is not covered

- Damage from misuse, accident, or failure to follow the installation and user instructions.
- Damage caused by moisture, water ingress or environmental conditions — the product is not waterproof.
- Incorrect installation, or work carried out by an unauthorised person.
- Normal wear and tear, and cosmetic changes over time.
- Damage caused by relocation, removal or reinstallation carried out after delivery.

This is a short summary — the complete list of exclusions is set out in the full Warranty Policy.

How to make a warranty claim

1. Log in to your Nuracom account and open the Warranty and Support section.
2. Describe the issue and upload clear photos and a short video showing the fault. Video helps us assess your claim quickly, often without needing to remove anything.
3. Have your proof of purchase and product serial number ready.
4. Our team will get back to you within 1–2 business days.

The full policy

This summary is provided for convenience only. The Nuracom Warranty Policy contains the complete terms, conditions, limitations and exclusions, and prevails in the event of any inconsistency with this summary.