Luna™ TECHNOLOGY

Warranty Return Slip

LUNA TECHNOLOGY SUPPORT
info@infolunatechnology.com
sales@koolpelmet.com.au
(03) 9308 8574

BEFORE DISPATCH
Email Luna with the fault and proof of purchase. Get return authorisation and confirm the return address before dispatch. Complete one slip per item.

Sender and product details

Company / dealer name (if applicable)

Contact name

Email

Phone

Product / model / power type

Invoice / order reference

Purchase date

Installation date

Date fault first noticed

Fault and test results

☐ No power / charge ☐ Movement / noise ☐ Direction / limits ☐ Remote / pairing ☐ App / smart control

Describe the fault, how to reproduce it, LED activity and what happened during testing.

Pre-return troubleshooting

Mark one box per row. For any checks you were unable to complete safely, explain why in the notes above.

	Done	N/A	Unable
Checked the installation against the Luna guide and confirmed the motor was awake.	☐	☐	☐
Battery model: charged with a compatible charger and cable.	☐	☐	☐
Hardwired model: licensed electrician checked the supply.	☐	☐	☐
Checked for obstructions or binding. Glide: cleaned and dried the track.	☐	☐	☐
Checked the remote battery and channel, then tested remote pairing.	☐	☐	☐
Checked travel limits and direction. Tested a full cycle where possible.	☐	☐	☐
Tested on-motor or pull-switch control, where fitted.	☐	☐	☐
Smart control: compared remote and app response, and checked module or hub status.	☐	☐	☐

Hardwired disconnection must be done by a licensed electrician. For a damaged or swollen battery, stop using the unit and contact Luna for instructions before shipping.

Pack and return

☐ Return address confirmed ☐ Proof of purchase supplied ☐ Photos / video supplied (if available)

Pack the item securely and place the completed form inside the carton.

Items and accessories included

Authorised by (Luna team member)

Authorisation signature

Date