



Quebec City, April 9, 2009

**DEALER DIRECT WARRANTY PROGRAM  
MANUFACTURER OUT OF BUSINESS  
( SEE WEBSITE FOR LIST )  
ON PRODUCTS SOLD BY GECKO ALLIANCE ONLY.**

**WEBSITE**

(in Canada)...<http://www.sogix.com/geckodepot/oobWarranty/index.aspx>  
(in USA).....<http://www.geckodepot.com/usa/oobWarranty/index.aspx>

Please note the duration of the warranty (from the date of manufacture) of the following Gecko product categories :

Spa controls: ..... a 24 month warranty + a 3 month grace period (27 months total)

Whirlpools: ..... a 12 month warranty + a 6 month grace period (18 months total)

Audio equipment & accessories: ... a 12 month warranty + a 6 month grace period (18 months total)

Pumps:..... a 21 month warranty + a 3 month grace period (24 months total)

First the serial number must be checked to make sure that the product is still covered by this warranty. Gecko's serial number includes the manufacture date. The serial number is read as follows: YYXXXVVVV where YY is the year of manufacture, XXX is the day of the year VVVV is a random counter. (Ex. 030310112 is Jan 31st of 2003.)

**TECHNICAL SUPPORT & RMA REQUEST**

Gecko provides technical support via their hot line (1-800-774-3256 ext 350).

To return parts the dealer can obtain an RMA form through our web site at:

(in Canada) ... [http://www.sogix.com/geckodepot/fichiers/en/Product\\_return\\_form\\_dealers.pdf](http://www.sogix.com/geckodepot/fichiers/en/Product_return_form_dealers.pdf)

(in USA) ..... [http://www.geckodepot.com/usa/fichiers/en/Product\\_return\\_form\\_dealers.pdf](http://www.geckodepot.com/usa/fichiers/en/Product_return_form_dealers.pdf)

On the RMA request form the dealer must enter the Gecko part#, serial number, description and the symptoms observed by the dealer and or homeowner.

If a dealer needs an upfront replacement part they can buy these through Gecko Depot or, more locally, through one of our certified distributors (for their coordinates please check on [www.geckodepot.com](http://www.geckodepot.com)). To open an account at Gecko depot, go to:

(in Canada) ... <https://www.sogix.com/geckodepot/compte/inscription.aspx>

(in USA)..... <https://www.geckodepot.com/usa/compte/inscription.aspx>

**Gecko Alliance**

450 des Canetons, Québec (QC) G2E 5W6 Canada, 800.78.GECKO, Fax: 418.872.0920

9225 Stellar Court, Corona, CA 92883 USA, 951.667.2000, Fax: 951.667.2902

[www.geckoalliance.com](http://www.geckoalliance.com)

## **MATERIAL RETURN**

The dealer must return their merchandise to Gecko with proper paper work which includes, per item, its serial number, the Gecko part# and a description of symptoms from dealer/homeowner. The shipment must be clearly marked with the RMA number.

Freight charges from and to the repair center are the responsibility of the dealer.

Defective products from the field will be returned by the dealers to Gecko. Upon receiving the goods, Gecko will count the merchandise to verify the quantities and the part numbers. If the quantities do not match those on the paper work, a discrepancy report will be issued to the dealer.

Gecko will then verify and test the products:

### **IF THE PROBLEM IS COVERED BY GECKO'S WARRANTY:**

- 1) If it is possible to repair the component, it will be repaired, a sticker marking the part as "rebuilt" will be added.
- 2) If it is not possible to repair the unit, the unit will be replaced by an equivalent part.
- 3) Heavily damaged control enclosures will be replaced and a C\$30 charge will apply.

### **IF THERE IS NO PROBLEM FOUND ON RETURNED PRODUCTS:**

- 1) Gecko will return the part to dealer and a labour charge of C\$25 for tests will be invoiced to the dealer .
- 2) Heavily damaged control enclosures will be replaced and a C\$30 charge will apply.

### **IF THE PROBLEM IS NOT COVERED BY GECKO'S WARRANTY:**

- 1) If it is possible to repair the component, it will be repaired, a sticker marking the part as "rebuilt" will added. A C\$65 labour charged will be made.
- 2) Heavily damaged control enclosures will be replaced and a C\$30 charge will apply.
- 3) Parts that cannot be repaired will be scrapped and a C\$25 labour charge will apply.

The repaired parts or replacement parts will be returned to the dealer.

Gecko guarantees that its products are free from defects in workmanship and materials. Gecko's warranty does not cover problems arising from misuse, abuse, neglect, mis-wiring or improper installation, problems caused by improper or inadequate electrical service, damage caused by power surges or electrical failure. Water infiltration in pumps motors and CLASS-based spa controls are not covered by this warranty (keypads & the Aeware line of controls are covered for water infiltration as they are intended to be waterproof.)

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