



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 (1-800-784-3256 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

(in USA) 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). 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

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www.geckoalliance.com