



Gecko Alliance Limited Warranty

Products covered under the terms of this agreement (here after the Product):

- All in.temp heat pumps

Warrants to:

- The original buyer (OEM, distributor or dealer) of the Product from Gecko

Warrant Summary

Gecko Alliance (“Gecko”), warrants that the Product shall be free from defects in workmanship and materials under normal use and service for a period of twenty four (24) months from the date of installation on the spa and must not exceed 30 months from the manufacturing date of the Product. The warranty consists of a credit on parts or a credit on labor involved to fix a leak of refrigerant up to the value of the purchased product. No other express warranty is given and no affirmation from the Seller, by word or action, will constitute a warranty.

GECKO MAKES NO WARRANTY OF MERCHANTABILITY WITH RESPECT TO THE GOODS COVERED HEREUNDER, OR THAT SUCH GOODS ARE FIT TO ANY PARTICULAR PURPOSE.

GECKO SHALL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL COSTS OR DAMAGES INCURRED BY THE PURCHASER OR OTHERS, INCLUDING WITHOUT LIMITATION, DAMAGES FOR LOST PROFITS, GOODWILL, INTERRUPTION OF BUSINESS, OR ANY OTHER INJURY OR DAMAGE NOT EXPRESSLY COVERED UNDER THIS LIMITED WARRANTY. HOWEVER, THIS LIMITATION ON CONSEQUENTIAL DAMAGES SHALL NOT APPLY TO DAMAGES FOR INJURY TO THE PERSON.

Warranty Process

NOTE: Products that have failed in the field shall follow this claim program process, unless Gecko requests to get parts or the complete Product back for further analysis.

- The original buyer (OEM, distributor or dealer) must test the Product and make sure it is defective before claiming it to Gecko as a defective product.
- If the Product is deemed to be defective, the “**Gecko Warranty Claim Form - Defective in.temp heat pump**” needs to be filled, including a picture of the nameplate with serial number and a picture of the defective part(s), in order to be eligible for a credit on the failed parts.
- Technician must contact warranty@geckoal.com to get an RMA claim number before sending the form.
- The “**Gecko Warranty Claim Form - Defective in.temp heat pump**” must be sent to the above listed address with the RMA claim number.
- Upon reception of the filled form, Gecko will credit the value of the replacement part(s), or the cost of the repair in case of a leakage, to the claimer.
- Gecko reserves the right to request the failed part(s), or the entire unit, to be sent back for inspection prior to applying the requested credit.
- In the case of a return, Product must be packaged very carefully so it isn’t physically damaged in transit. Gecko may refuse to apply the requested credit if the product was not properly packaged and damaged during transit.

All credit can only be applied on future purchases, no refunds.

Ground shipping for products covered under this limited warranty from and to the designated Gecko repair center will be borne by Gecko.