



**NEW! IMPORTANT INFORMATION REGARDING THE 3-YEAR WARRANTY**

[www.grozonecontrol.com/warranty.html](http://www.grozonecontrol.com/warranty.html)

**For retailers and sales representatives.**

\*Please note that the changes mentioned below are effective as of now.\*

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**GROZONE CONTROL WARRANTY POLICY UPDATES**

In order to maintain a 3-year warranty on their controllers, Grozone Control will now require the serial number of the replacement units and a dated proof of purchase.

Here is the detailed information that will be required when a RMA # will be requested by a retailer:

- The defective unit serial number
- The date of purchase (with proof when necessary). If not provided, the manufacturing date will be use to verify the warranty eligibility.
- The replacement unit serial number.

**A RMA # from Grozone Control is mandatory before exchanging the defective unit with a new one.**

Please note that a RMA # will only be issued under these 2 conditions:

- 1- When contacting us, you have the replacement unit serial number on hand.
- 2- When contacting us, if you don't have the replacement unit serial number on hand, we will only issue a RMA # if all previous RMA requests are up to date. If Grozone Control is waiting for more than one replacement unit serial number, A NEW RMA# WILL NOT BE ISSUED.

To provide a good service to their customers and improve the implementation of Grozone Control 3-year warranty, **Retailers should keep a sufficient inventory to be able to exchange defective products when needed.** This minimum inventory requirement is already met by Grozone Control distributors to facilitate retailers supplying and to offer a better customer service to the end users.

FRIENDLY REMINDER:

\*Different warranty coverage for Controllers and CO2 Generators\*

Please remember that we are replacing defective controllers for a 3-year period but we do not replace CO2 generators, we repair them under warranty for a 1-year period.

Please review our warranty policy for more details: [www.grozonecontrol.com/warranty.html](http://www.grozonecontrol.com/warranty.html)

**Thank you for your cooperation**

**GROZONE CONTROL TEAM**

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