

2GIG Warranty information

Skywalker will assist with 2GIG Warranty claims within 30 days of purchase by our customer. Beyond 30 days the defect and subsequent RMA process must be handled directly with the 2GIG (Nortek). See warranty and contact info below.

Warranty Policy:

LIMITED WARRANTY Your 2GIG Technologies product is warranted against defects in material and workmanship for 1 year by the factory. This warranty extends only to wholesale customers. 2GIG Technologies does not warrant this product to consumers. Consumers should inquire from their selling dealer as to the nature of the dealer's warranty, if any. There are no obligations or liabilities on the part of 2GIG Technologies for consequential damages arising out of or in connection with use or performance of this product or other indirect damages with respect to loss of property, revenue, or profit, or cost of removal, installation, or reinstallation. All implied warranties for functionality, are valid only until the warranty expires. This 2GIG Technologies Warranty is in lieu of all other warranties expressed or implied.

Contact information: (use one of the addresses below to return products. Nortek will instruct you which address to use.

Nortek Security & Control
ATTN: RA-
8735 South Crossroad Dr.
SUITE 101
Olive Branch, MS 38654

Nortek Security & Control
ATTN: RA-
1950 Camino Vida Roble, Ste. 150
Carlsbad, CA 92008

TECH SUPPORT PHONE NUMBER: 1-800-421-1587 OPTION 3
TECH SUPPORT EMAIL: SUPPORT@NORTEKCONTROL.COM

Process for obtaining an RMA

2Gig requires the Dealer to call for a troubleshooting process first. If the tech determines there may be a problem with the product he/she will issue a case number. At that time you will be given instructions for return of the item(s). Once 2GIG receives the product they will determine the product status and issue a RMA if appropriate.

You will need:

Model number
Serial number
Date code if applicable
Quantity of each model
Detailed description of problem

