



### Gates Limited Warranties

**Warrantor:** Gates Underwater Products, Inc (Gates).

**Warranted Product / Duration (from date of purchase):**

- Housings and accessory products: Two Years
- Seal Check product: One Year
- Ports/Optics: One Year or 100 hours water contact.
- Batteries: Six Months.
- Electronics: One Year.
- Non Gates manufactured items: According to mfr warranty.

**What is covered (Limited Warranties):** Defects in materials or workmanship.

**What is not covered (Exclusions):** The previous warranties do not apply to, and Gates shall have no responsibility for:

- Product damaged by misuse, accident, abuse or improper packaging during shipment;
- Product repaired, serviced or modified by other than Gates or Gates authorized agent;
- Failure to follow Gates documentation for proper operation and care of Gates products;
- Failure to activate these warranties by registration. [Warranty Registration](#)
- Items contained within a Gates housing (e.g. camera, batteries or electronics).
- Image quality.
- Products or components manufactured by third parties.

**What we will do (Coverage):** In the event your Gates product fails within the applicable warranty period, Gates will inspect and test returned products to verify failure mode, and determine warranty coverage. If the failure is due to material or workmanship, Gates will repair or replace the product at no charge to you, including return shipment. Repair / Replacement is the sole remedy under this warranty. Repair parts, materials or entire replacement product may be remanufactured. Gates will inspect and pressure test returned housings to verify failure mode and warranty coverage determination.

**Return Procedures:**

- **Contact Gates for authorization.** Often a problem can be handled without returning a product to Gates, saving you time and money. Provide proof of purchase details.
- **Packaging.** If it is determined your product should be returned, pack your unit in its original packaging, if available. Otherwise pack the product very carefully and with plenty of protection, inside a sturdy box to ensure warranty coverage.
- **Shipping:** Return your product, prepaid and insured, to:  
Gates Underwater Products 13685 Stowe Dr. • Poway, CA 92064 • USA +1-858-391-0052
- **Inspection.** Upon receipt, your return will be carefully inspected and assessed for warranty coverage.
- **Non-Warranty Repairs.** For non-warranty repairs you will be advised as to repair costs prior to any work being done.

**Warranty Transfer** Gates Limited Warranties are not transferable. Gates warranties can be renewed on Gates products purchased second hand. Contact Gates for details.

**Disclaimer.** The express warranties described herein constitute the only warranties with respect to Gates products and accessories, and there are no other warranties, express, implied, statutory, by operation of law or otherwise including, without limitation, warranties of merchantability, fitness for particular purpose, non-infringement or regulatory compliance. Any other representations or warranties made by any person, including employees or representatives of Gates, which are inconsistent herewith shall be disregarded by client and shall not be binding upon Gates.

### Gates Warranty Activation Card

Thank you for purchasing a Gates! *To activate your warranty you must complete the following information, detach this side of the card, affix postage and mail to Gates.*

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Postal/Zip Code \_\_\_\_\_ Country \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

Email \_\_\_\_\_

Housing Model \_\_\_\_\_

Serial # (s) \_\_\_\_\_

Dealer where purchased \_\_\_\_\_ Date of Purchase \_\_\_\_\_

**How did you hear about Gates?**

- Friend  Magazine Ad/Article  Trade Show
- Word of Mouth  Dive Store/Dealer
- Saw a Gates being used  Other \_\_\_\_\_

**What Features of a Gates product influenced your purchase? (Check all that apply)**

- Appearance  Mechanical Controls
- Construction and material  Gates reputation
- 2-year warranty  Good Value
- Size  Overall Features
- Supports my camera of choice  Recommended to me
- Previously owned a Gates
- Other \_\_\_\_\_

**What new Features or Products would you like to see Gates offer?**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_





Limited Warranties

Affix  
Correct  
Postage  
Here

**Gates Underwater Products, Inc**  
13685 Stowe Drive  
Poway, CA • 92064  
USA