



## Cobalt accessory Decoders: Warranty and related issues

### The “Cobalt $\alpha$ Alpha Encoder” warranty is 12 months

#### Who and what does the 12 month warranty apply to?

The Warranty applies to the original purchaser only. It is not transferable.

As with all warranty, it is up to YOU as a retailer to confirm that the unit was purchased from you by the claimant or that he is the original owner. Private E-bay purchases are specifically excluded.

We trust you, but if you do not know the customer, recall making the sale, cannot validate it, or, if it was purchased elsewhere, then you should require proof of purchase before offering any warranty support.

IF the customer cannot provide that information, of he/she is not the original purchaser you can:

- Reject the warranty request but offer to send it for repair at his/her cost.
- Request that he deals directly with us (email [warranty@DCCconcepts.com](mailto:warranty@DCCconcepts.com))

IF this is a good customer, we leave your approach in your hands, but please DO be sure to read our “warranty or not” introduction before you do so. We are able to be helpful and supportive, but only if the product is complete, undamaged physically and totally complete.

### Possible “Cobalt $\alpha$ Alpha Encoder” warranty return issues (an overview)

As a digital product, most possible issues will be similar to accessory decoders:

- (1) We have NO current history as it is a new product as this is written - Of course there may be some genuine faults, but the most common cause of parts failure will be connection errors or accidental shorting of the PCB, and these will NOT warranty!
- (2) We are certain that any so-called warranty returns will come from very few customers: In fact we expect to see very few real warranty failures as this is a low power level product. Dealer knowledge will therefore be critical as without a basic understanding of Cobalt Alpha, you will not be able to judge warranty. (you will also fail to maximise sales potential unless you can explain why they should buy this product - and it has some HUGE benefits)
- (4) We expect some to not connect or address each unit properly. The process is really simple and we suggest you learn it as it will make sales an easy task if you can show them!
- (5) We expect some wrong choices in power supply. We specify 9 to 18v via a regulated DC power supply and that is the ONLY sort of supply to use. Digital products should NOT be powered by old or even new trainset controllers - EVER! Their DC output is ragged and totally unfiltered and their output voltage labelling is always wrong by at least 25%
- (6) It will not be easy for you to troubleshoot digital interface problems. Please feel free to refer customers to us. We will help them with knowledge and advice and, if you request it, we will make sure YOU are copied with all communication so that you can learn too.

#### Interfaces and Switch packs:

- (1) The warranty will be the same 12 months
- (2) Switches and their interface PCBs will be replaced if they fail when used in accordance with the instructions provided with related DCCconcepts products - but NOT if they are used on other things as we cannot control the loading or voltages used other than with OUR products.  
Please use good and fair judgement here - Or if not sure, refer them to us.
- (3) The  $\alpha$  Box carries the same warranty but is in reality a small DCC booster with some intelligence. Please use care when assessing and be sure that the right power supplies are being used.