

# TECHNICAL SALES BULLETIN

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## GTI DOU Replacement/Exchange

**May 2017**

**GTI-TSB-049-0517-GB**

**Distribution Regions:** All Regions

**Product Relevance:** PC, EC.

**For use by:** Distributors, Consultants, Contractors and End Users.

If a DOU is damaged beyond repair and the site does not have current GTI Support Agreement\*, Bailoy offer a replacement DOU at a discounted price.

This service is only available to those sites who already have a registered and unlocked a GTI PC or GTI-EC Trident or Gemini system and can't be used to replace a damaged controller from another manufacturer.

If the damaged DOU is returned to Bailoy then a discount off the list price will be applied. If the DOU is not returned (maybe because an insurance company wishes to retain it) then no further discount will be applied to the already reduced price.

The replacement DOU will not include any cables, programming leads, adaptors, cable glands or GTI software so if the damaged DOU is being returned to Bailoy, the site must retain all the additional parts listed above.

Any parts, other than the DOU, that have been damaged, will need to be purchased separately.

\*GTI Support Agreement customers would receive a replacement DOU free of charge.

### Further Reading:

Documents PSI001, PSI003  
Product Brochure: GTI-PB-011