



**IMPORTANT SAFETY NOTICE:
RISK OF PHANTOM FALLING IF GECKO IS NOT PROPERLY INSTALLED**



Warning:

Follow all these instructions
Read this document completely

Dear Customer,

As a result of the use of unsuitable screws and wall anchors for GECKO attachment, a wall mounted PHANTOM has fallen.

In order to maintain the highest level of safety and reliability for all our products, we have taken the appropriate measures and initiated this voluntary safety campaign. Phantom weighs 12 kilograms – 26 pounds and such a fall can result in damage or serious injury.

If you are not sure that you have installed GECKO correctly, we ask you to remove GECKO as soon as possible. The necessary controlling operations are indicated on the following pages.

If you are unable to uninstall GECKO immediately, make the area under GECKO inaccessible and clear the area of any object while GECKO is still installed.

Please write back to us in order to confirm that you have read this letter (customercare@devialet.com).

We apologize for this situation, but your safety is a priority for us. Thank you for your patience and cooperation.

Paris, 2 December 2016

DEVIALET

S.A. au capital de 3 042 795 Euros
Siège social : 10, place Vendôme – 75001 Paris
RCS Paris n°502.155.682



DEVIALET

**IMPORTANT SAFETY NOTICE:
RISK OF PHANTOM FALLING IF GECKO IS NOT PROPERLY INSTALLED**

1st CASE: GECKO is affixed to a plasterboard wall

Instructions to be followed immediately:

- Make sure that the wall anchors are placed according to the Template supplied with GECKO
- Make sure that GECKO is fully supported by the 2 upper screws
- Make sure that the wall on which GECKO is installed is
 - Straight and vertical (use a level)
 - Not deteriorated,
 - Capable of supporting 25 kg – 55 lbs per attachment point



Warning:

Plasterboards thinner than 13 mm cannot guarantee 25 kg - 55 lbs per fixing point.

- If GECKO has been fixed with plastic wall anchors, your installation is not reliable. You can only fix GECKO to a plasterboard wall if you use metal wall anchors (e.g., Molly dowels) and suitable screws (screws must be 4 mm in diameter at least).



Warning:

If your screws and wall anchors do not comply with the diagram above, your installation is not reliable.

Do not reinstall your GECKO,
Contact Devialet for a suitable screw and wall anchor kit.

- If GECKO was attached with metal wall anchors (Molly dowels):

Verification procedure:

1. Unplug Phantom power cord
2. Remove the system GECKO + Phantom from the wall
3. Check that the wall anchors are tight
4. Tighten the screws if necessary
5. Check that neither the screws nor the anchors are loose
 - If you are able to rotate one of the anchors with your hand, GECKO must be reinstalled in a more suitable location with proper hardware
 - If none of the screws and none of the anchors are loose, your fixing is good.



If you are not sure that your installation is safe or if you have not fully understood these instructions, do not reinstall GECKO.

DEVIALET

S.A. au capital de 3 042 795 Euros
Siège social : 10, place Vendôme – 75001 Paris
RCS Paris n°502.155.682



DEVIALET

IMPORTANT SAFETY NOTICE:

RISK OF PHANTOM FALLING IF GECKO IS NOT PROPERLY INSTALLED

2nd CASE: GECKO is affixed to a wall made of solid material (natural stone, concrete, cellular concrete, solid brick) or to a concrete block through plastic anchors

Instructions to be followed immediately:

- Make sure that the wall anchors are placed accordingly to the Template supplied with GECKO
- Make sure that GECKO is fully supported by the 2 upper screws
- Make sure that the wall on which GECKO is installed is
 - Straight and vertical (use a spirit level)
 - Not deteriorated,
 - Capable of supporting 25 kg – 55 lbs per attachment point



Warning:

Hollow bricks are not likely to guarantee 25 kg – 55 lbs per fixing point.

Verification procedure:

1. Unplug Phantom power cord
2. Remove the system GECKO + Phantom from the wall
3. Unscrew the screws and make sure they are at least 60 mm long and 4 mm in diameter.
4. Your wall anchor must be at least 45mm long, and at least 15mm shorter than the screw:



Warning:

If the screws are less than 60 mm long or less than 4 mm in diameter, your installation is not reliable.

If the anchors do not follow the diagram above, your installation is not reliable.

Do not reinstall your GECKO,

Contact Devialet for a suitable screw and wall anchor kit.

5. Check that the anchors are tight
6. Fully tighten the screws
7. Check that neither the screws nor the anchors are loose
 - If you are able to rotate one of the anchors with your hand, GECKO must be reinstalled in a more suitable location with proper hardware
 - If none of the screws and none of the anchors are loose, your fixing is good.



If you are not sure that your installation is safe or if you have not fully understood these instructions, do not reinstall GECKO.

DEVIALET

S.A. au capital de 3 042 795 Euros

Siège social : 10, place Vendôme – 75001 Paris

RCS Paris n°502.155.682



DEVIALET

**IMPORTANT SAFETY NOTICE:
RISK OF PHANTOM FALLING IF GECKO IS NOT PROPERLY INSTALLED**

3rd CASE: GECKO is affixed to a solid wooden wall (without wall anchors)

Instructions to be followed immediately:

- Make sure that the wall anchors are placed accordingly to the Template supplied with GECKO
- Make sure that GECKO is fully supported by the 2 upper screws
- Make sure that the wall on which GECKO is installed is
 - Straight and vertical (use a spirit level)
 - Not deteriorated,
 - Capable of supporting 25 kg – 55 lbs per attachment point

Verification procedure:

1. Unplug Phantom power cord
2. Remove the system GECKO + Phantom from the wall
3. Unscrew the screws and make sure they are at least 45 mm long and 4 mm in diameter.



Warning:

If the screws are less than 45 mm long or the diameter of the screws is less than 4 mm, your installation is not reliable.

Replace the old screws with screws of diameter 4mm and 45 mm long at least.

4. Fully tighten the screws
5. Check that the screws are not loose
 - If you are able to rotate one of the screws with your hand, GECKO must be reinstalled in a more suitable location with proper hardware
 - If none of the screws are loose, your fixing is good.



If you are not sure that your installation is safe or if you have not fully understood these instructions, do not reinstall GECKO.

DEVIALET

S.A. au capital de 3 042 795 Euros
Siège social : 10, place Vendôme – 75001 Paris
RCS Paris n°502.155.682







DEVIALET

**IMPORTANT SAFETY NOTICE:
RISK OF PHANTOM FALLING IF GECKO IS NOT PROPERLY INSTALLED**

In all cases

We are able to provide you with a specially developed fastening kit on request.

The kit contains:

GECKO Screw for plastic wall anchors and for wooden wall materials		X 4
Plastic wall anchor		X 4
GECKO Screw for metallic wall anchor (Molly dowel)		X 4
Metallic wall anchor (Molly dowel) for 13 mm thick Plasterboards		X 4

DEVIALET contact information

customercare@devialet.com
<https://help.devialet.com/>

France	+33 9 75 18 67 60
Belgium	+32 78 48 34 67
Germany	+49 421 836 79736
Switzerland	+41 21 588 01 67 (German)
Switzerland	+41 21 588 01 35 (French)
Austria	+43 720 881066
Americas	+1 (844) 975 6718
United Kingdom	+44 808 168 4944
Ireland	+44 808 168 4944
Spain	+34 518 808 936

DEVIALET

S.A. au capital de 3 042 795 Euros
Siège social : 10, place Vendôme – 75001 Paris
RCS Paris n°502.155.682