

AFTER SALES SERVICE PROCEDURE

REGISTRATION OF A COMPLAINT

You can submit your complaint by email to
cs@kokido.eu

WHICH DOCUMENTS/INFO DO WE NEED ?

- Copy proof of purchase / invoice
- Product name
- Serial Number
- Description of the defect
- Your address and phone number

PROCESSING A COMPLAINT / WARRANTY REQUEST

A service ticket will be generated. After we have received your complaint and the required documents/information, the after sales service will process your request. Replacement parts will be sent after the approval of your service ticket.

NOTE : ONLY THE DEFECTIVE PART WILL BE REPLACED.
We never replace the entire device.

PRODUCTS HANDLED BY AFTER SALES SERVICE

Robotic cleaners

- Manga X
- Delta 200
- Manga +

Electric vacuums

- Boreal 01
- Boreal 05
- Telsa 05
- Telsa 10
- Telsa 15
- Telsa 30
- Telsa 50
- Telsa 80

Pool cover motorizer

- Motorizer CR50

CONTACT INFORMATION

+32(0)28976944
cs@kokido.eu

opening hours :
9:00am to 6:00pm on business days
(until 5:00pm on Friday)

www.kokido.com