
AQUAQUALITY POOLS & SPAS, INC.

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Spring / Summer / Fall / Winter 2012

Re: Quote for Automatic Pool Cleaner Repair

Dear Valued Customer,

Please read the below information and sign this letter to confirm that you understand our company policies.

1. There is a minimum \$50.00 service charge for all pool cleaner estimates. This charge will be credited toward the service of your unit if you choose to have it repaired. By requesting a quote you are authorizing Aquaquality to disassemble your machine.
2. Aquaquality will provide you with a quote for services using Aquaquality *TOMCAT*[®] replacement parts when available. Please note that *TOMCAT*[®] replacement parts are not made by Aqua Products or any other pool cleaner manufacturer. Damage to equipment caused by use of these items may not be covered by Aqua Products' pool cleaner warranty. However, in the event you do encounter a problem due to use of *TOMCAT*[®] parts, please call us and we would be happy to address the problem with you. If you prefer for us to use all factory original parts from Aqua Products, Blue Diamond, etc. then just let us know. Aquaquality is not an authorized distributor or service center for Aqua Products' products.
3. It is the customer's responsibility to determine if the services and/or parts requested are covered by any manufacturer's warranty. The customer will be responsible for all quoted costs for services performed and/or parts provided by Aquaquality even if later found to have been covered by a manufacturer's warranty.
4. There is a risk that an older pool cleaner will fail even after repair. Sometimes it is best to purchase a new machine. We will address these concerns with you prior to service. We are only responsible for the parts of the pool cleaner we repair and/or replace. By accepting our service you waive and release Aquaquality from any other failure of your pool cleaner for parts not serviced.
5. The drive motor and pump motor are factory sealed parts. The manufacturer provides a warranty for a new motor for six months. Any other repairs are not warranted and are final sale.
6. We expect you to be cooperative with our repairmen during the service of your unit. Please provide a phone number where our repairmen can reach you and you agree to respond within 1 business day.
7. WE ARE NOT RESPONSIBLE FOR EQUIPMENT NOT CLAIMED WITHIN 5 BUSINESS DAYS after completion of repair or a quote for service is furnished, whichever is later. After 5 business days, we disclaim all liability and responsibility in connection with the equipment, including any negligence or fault on our part.
8. We disassemble your pool cleaner to furnish you a quote. Therefore, notice of two (2) business days is required for pick up of equipment not being repaired to allow time for reassembly.
9. The person signing this letter is the owner of the unit or has the authority to bind the unit's owner.

I have read the foregoing and I agree to the above standard policies of Aquaquality Pools & Spas, inc.

Signature

Date

Check-In Date: _____ HDYHOU: _____ O OBML

Company Name: _____

First Name: _____ Last Name: _____

Home Address: _____

City: _____ State: _____ Zip Code: _____

Home #: _____ Office #: _____ Ext. _____

Home Fax #: _____ Office Fax #: _____

Mobile #: _____ Email: _____

Spouse Name: _____ Spouse Office #: _____ Ext. _____

Spouse Mobile #: _____ Spouse Office Fax #: _____

Spouse Email: _____

Pool Size: _____ O Indoor

Pool Type: O Vinyl O Gunitite O Fiberglass O Above Ground

For Gunitite Pools: O Marble Dusted O Fiberglassed O Tiled O Painted O Negative Edge

Unit Type: _____ Unit S/N: _____

Repair Tag #: _____ RA #: _____

Additional Parts Checked In: Power Supply: Remote Control: Bottom Lid Assembly: Filter Bag:
O Yes O No O Yes O No O Yes O No O Yes O No

Do You Want Old Non Warranty Parts Back? O Yes O No

Policy Letter For Customer: O Handed O Faxed O Emailed

Comment: _____

For Office Use Only:

Checked In By: _____ Inspected By: _____

Repaired & Bench Tested By: _____ Tank Tested By: _____

Quoted By: _____ How: _____ Date: _____