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# AQUAQUALITY POOLS & SPAS, INC.

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www.AquaqualityPools.com

Aquaquality@msn.com

Spring / Summer / Fall / Winter 2016

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 \$75.00 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 cooperate 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? (Excluding Motors & Power Supply). 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: \_\_\_\_\_