



CUSTOMER REPAIR FORM

JOB No.:

END USER / CUSTOMER

Client ID:

First Name: _____ Last Name: _____

Email: _____ Phone: _____

Address: _____

Suburb: _____

State: _____ Postcode: _____

TRADE CUSTOMER (please leave blank if not applicable)

First Name: _____ Last Name: _____

Email: _____ Phone: _____

Business: _____

Address: _____

Suburb: _____

State: _____ Postcode: _____

MAKE / MODEL OF POOL CLEANER: _____

SERIAL NUMBER (cleaner): _____

SERIAL NUMBER (power supply): _____

DATE OF PURCHASE

(for in-warranty period only): _____ ** attach Proof of Purchase

DESCRIPTION OF ISSUE / FAULT CODES or INDICATOR LIGHTS

Briefly outline what your cleaner is/isn't doing.

*** please supply us with the robotic pool cleaner, filter basket/canisters, power supply & cables
(don't send trolley/caddy)



DELIVERY FORM

INSPECTION FEE

To begin the repair process, an inspection fee (or bench fee) is applicable to diagnose the issue(s) with your robotic cleaner. On receipt of your cleaner, you will be sent an invoice for this fee including instructions for payment.

This fee must be paid before inspection and/or diagnosis can proceed.

Inspection Fee: \$150

N.B.: the inspection fee is non-refundable if you choose not to proceed with the repair quote, or repair once our technicians begin the diagnosis process or open your cleaner.

However, this fee also includes the service labour for repairs or can be applied as a credit or discount towards the purchase of a new robotic cleaner if you decide not to repair your old one, but instead replace it with a new one from us.

WARRANTY REPAIR

If your robotic pool cleaner is still within the warranty period, we are approved repairers for all the leading suppliers in Australia including Astral, BWT, Hayward, Maytronics, Pentair, Trident/Waterco, and Zodiac. We can register the warranty repair on your behalf; however, please refer to the supplier's website for further details, terms and conditions regarding warranty claims.

N.B.: all suppliers require *Proof of Purchase* for warranty repairs, and this must be provided before diagnosis can begin. Otherwise, an inspection fee will apply to commence the inspection/diagnosis process.

WARRANTY ON REPAIRS BY POOL ROBOTS AUSTRALIA

We stand behind our workmanship, offering a 1-year warranty on our labour, in addition to the manufacturer's warranty on all parts used in the repair.

WHAT TO SEND TO US

- 1) For thorough testing, we require the cleaner, cleaned filter basket/canisters, power supply and cable. We do not need the trolley/caddy. Please coil up the cable coming from the robotic pool cleaner and secure with electrical tape, string or some form of cable tie. Please also coil up the power supply lead and secure.
- 2) Please box up your cleaner and enclose the completed Customer Repair Form.

CONTACT US: hello@PoolRobotsAustralia.com.au or phone 0422 713 124