



# Warranty Claim Form

### Step 1.

Read through your warranty and its limitations. Many common requests for warranty claims are not covered (i.e., claims for leaky pumps or improperly maintained salt cells). Familiarize yourself with the common procedures necessary to ensure that your swimming pool equipment has been properly maintained and will not incur additional service charges. Those instructions are found in your copies of the Owners Manuals. Some common maintenance instructions can be downloaded at: [http://californiapools.com/enjoy\\_warranty.php](http://californiapools.com/enjoy_warranty.php)

### Step 2.

Provide your credit card information below, including your signature. This information will be kept confidential and your credit card will be charged \$95 only if this claim is not covered by your warranty. The charge will appear under the name of Master Supply.

### Step 3.

Fax three (3) documents to **(626) 974-9407** and your claim will be processed immediately:

1. This Warranty Claim Form (credit card information must be provided and signed)
2. A copy of your original warranty certificate, and
3. A copy of some form of ID, such as a current driver's license, a military ID or a copy of a current utility bill.

Describe problem(s), including any error code(s): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your phone #s: \_\_\_\_\_ Your fax #: \_\_\_\_\_

Your email address: \_\_\_\_\_

**Disclaimer:** I understand that if my claim, or portions of my claim, do not fall within the limitations of my warranty, or are due to my negligence in proper routine maintenance, I will be responsible for the \$95 service call by the authorized warranty station and have provided my credit card information below in the event that my claim is not warrantable. I understand that I will be informed as to the cost for repair of that item by the authorized warranty station and that I have the right to choose whether that service be performed at my expense. However, if my warranty is approved, my credit card information will not be used and will be destroyed properly.

**I have read through my pool warranty and the disclaimer above. I understand my responsibility in regards to warranty limitations and my responsibility for payment of non-warrantable claims.**

## Credit Card Authorization

Credit Card Type:    ' Visa        ' Mastercard        ' Amex  
Name on Card: \_\_\_\_\_  
Credit Card #: \_\_\_\_\_  
Date: \_\_\_\_/\_\_\_\_/\_\_\_\_    Expires: \_\_\_\_/\_\_\_\_    Amount: \$95.00

**Signature:** \_\_\_\_\_

(Revised 08-03-2010)