compupool products
'Technology in Harmony with Nature'

Homeowner Warranty Claim Form
Generic Goldline/Hayward Replacement Cell

Incomplete or illegible items will delay warranty claim processing

Date:		
Name:		
Address:		
City, State Zip:		
Phone:		
Cell:		
Email Address:		
Product Model #	□ GRC15GH □ GRC20GH	□ GRC25GH □ GRC40GH
Compu Pool Cell Serial #:		
Date of Purchase: *You must provide a copy of the receipt from when you originally purchased your salt system*		
Type of Control Unit:	□ Aqua Rite □ Aqua Logic □ Aqua Trol □ Other _____	
How old is the Control Board:		
Original Manufacturer Cell:	□ T-Cell-3 □ T-Cell-5 □ T-Cell-9 □ T-Cell-15 □ Other _____	
Reason for replacing your cell:		
Diagnostic Readings From The System To get your diagnostic readings please switch the unit to super Chlorinate mode and increase desired output to 100%. Please refer to your system's Owner's Manual for instructions to obtain diagnostic readings. The unit MUST be generating in order to provide accurate readings.		
Pool Temp:		
Cell Voltage:		
Cell Current/Amps:		
Desired Output:		
Instant Salt Reading:		
Product Name:		
Software Version:		
Current Salt Level (in ppm) from Pool Store:		
Hours/Day System is running:		
Current Chlorine Output Setting:		
How often do you clean your cell?		
When was the last time you cleaned your cell?		
Description of Problem: *Please note any solid/blinking lights or error messages. A picture of the problem may be required.*		

Compu Pool Products USA, Inc.
126 Semoran Commerce Place, Apopka, Florida 32703
(888) 989-7258

1. If you believe your cell is not producing chlorine, please send a copy of your last three water chemistry analysis reports from your local pool store. **Check for: Salt, Chlorine, pH, Total Alkalinity, Calcium Hardness, Stabilizer, Total Dissolved Solids, and Phosphates.**
2. Return this completed form, a photocopy of the receipt from when you originally purchased your unit, water chemistry analysis reports and any pictures that you believe to help document your claim to your Compu Pool Customer Service Representative's email or fax it to their attention at (407) 880-6483. **Please make sure that your name is on all paperwork to ensure that it does not get separated.**
3. After all required documents are received and the claim has been submitted it may take up to 7 – 10 business days to process the claim. Processing times may take longer due to part availability. You will receive a tracking number from FedEx if any parts are shipped to you as a result of your warranty claim.
4. **NOTE: If you receive replacement part(s) as a result of the verbal, written and pictorial information that you have provided and it is determined to not be covered warranty when it is returned and inspected, you will be contacted by our Customer Service Department regarding payment for the replacement part(s).**

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