



WARRANTY SERVICE REQUEST

Service Rep.: _____ Email: _____

Requested By: _____ Date: _____

Customer Name: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Home Phone #: _____ Mobile: _____

Contact customer prior to service call Yes No

Unit Serial #: _____ Gas Type: Natural[®]

Unit Model #: _____ Propane

Customer Complaint: _____

Please provide pictures of the following, if applicable:

<input type="checkbox"/>	Inspect ProTek Shield Assy	<input type="checkbox"/>	Pool heater is bonded
<input type="checkbox"/>	Tube ends with in/out header removed	<input type="checkbox"/>	Valve installed between heater and chlorinator
<input type="checkbox"/>	Heater installed in a shed / cabana	<input type="checkbox"/>	Plumbing/installation in all angle
Sanitizer Type:	<input type="checkbox"/> Chlorine	<input type="checkbox"/> Bromine	<input type="checkbox"/> Salt <input type="checkbox"/> UV
Dispose of chemical:	<input type="checkbox"/> Chlorinator	<input type="checkbox"/> Floating devise	<input type="checkbox"/> Skimmer <input type="checkbox"/> Other

***IF AN INSTALLATION ERROR OR SOMETHING OTHER THAN THE HEATER ITSELF, CUSTOMER WILL BE BILLED FOR THIS SERVICE

None Warranty Service Activities: Damage resulting from improper water chemistry / freeze related damage / damaging resulting from improper installation / consider venting, combustion air, plumbing, electrical / general spring start-up / pilot lighting / routine pilot burner / main burner & heat exchanger cleaning as stated in Installation/Operating Manual FOR WARRANTY DETAILS REFER TO INSTALLTION / OPERATING MANUAL.