PROJECT HASH

CHECKLIST

Warranty claim checklist

What to prepare before you open a ticket with the maker.

BEFORE YOU CLAIM

- [ ] Check the warranty status with the serial on the maker's site.
- [ ] Rule out power, network and pool settings.
- [ ] Return to stock firmware and stock settings.

OPEN THE TICKET

- [ ] Give the serial number, model and a short fault description.
- [ ] Attach the log, photos and the invoice.
- [ ] Note the ticket number and the date to ship by.

PACK AND SHIP

- [ ] Back up your settings and remove your pool details.
- [ ] Use the original box or moisture-proof packing with cushioning.
- [ ] Ship inside the ticket window and add the tracking number.
- [ ] Insure the shipment for the value of the unit.

WHEN IT COMES BACK

- [ ] Test it at once with stock settings.
- [ ] Report a repeat fault straight away: the window is short.

NOTES

General guidance. Where your maker's manual or terms differ, follow them.