



BRINGING WATER TO LIFE

Warranty Program and Reimbursement Allowances

- All warranty claims require an RMA to be issued by AquaMaster® to return parts for service.
- All warranty service work must be performed by AquaMaster® or approved Factory Trained Authorized Service Centers
- Any service or repair performed within the warranty period by unauthorized personnel will void the warranty

Warranty information is attached or can be found in the Distributor portal – Service/Warranty

The warranty period commences six months from ship date. **Warranty cards will no longer be required.**

Components not manufactured by AquaMaster® and used as an integral part of AquaMaster® equipment will be covered by the standard warranty of AquaMaster®. **Any non- AquaMaster® approved parts used on units will void warranty.**

No claims for warranty work will be honored unless a Warranty Claim Number – Case ID—has been obtained PRIOR to warranty work being performed. To obtain authorization, follow the directions in the procedures section.

AquaMaster®, at their option, may use new and / or reconditioned parts in performing warranty repair and in assembling replacement products. AquaMaster® reserves the right to use parts or products of original or improved design in the repair or replacement.

Reimbursement Schedule:

1. **Parts:** Cost of distributor-inventoried parts used in warranty repairs is reimbursed at distributor's original cost. AquaMaster® will not issue credit on parts that were not purchased from AquaMaster®. **An invoice number must be provided.**
2. **Labor:** See chart on Page 3.
3. **Freight:** For units returned to AquaMaster® for factory warranty work, freight charges to AquaMaster® must be prepaid by the customer. The return shipment back will be paid by AquaMaster®. If air freight return is requested, the customer will be billed the difference between normal common carrier rates and the requested air freight total charge. Any damages in shipping are the shipper's responsibility. Old Dominion should be used for freight shipments back to the factory.
4. **Travel Reimbursement:** Travel reimbursement will be paid for a maximum of two hours' travel. If inspection of unit results in no claim, there will be no reimbursement.
5. **RMA Number:** Unit must be postmarked within 30 days of authorization date. The Return Material Authorization (RMA) number obtained from the factory authorizing return must be clearly marked on the outside of the shipping package.

Reimbursement Procedure:

1. **Prior Authorization:**
Call AquaMaster® at 800.693.3144 or 920.693.3121 with the following information:
 - A. Customer name and location
 - B. Serial number, horsepower, voltage and phase
 - C. Initial installation date
 - D. Suspected problem
 - E. Date of failure



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2. AquaMaster® will verify that the unit is under warranty. If yes, you will receive a Warranty Claim Number-Case ID—that you should use for all correspondence on the issue. If parts are returning to the factory, you will also receive an RMA number. Only items on the RMA form sent by AquaMaster® are to be returned. Any additional items may result in the shipment being rejected in our receiving department.
3. Completely fill out warranty claim form noting:
 - A. Claim number & RMA number provided by AquaMaster®
 - B. Customer name and location
 - C. Distributor name and location
 - D. Aerator serial number, horsepower and voltage
 - E. Reason for repair / cause of problem
 - F. Date work performed
 - G. Reimbursed expenses:
 1. Troubleshooting time
 2. Removal / Installation time
 3. Travel allowances made
 4. Parts used
 - H. Invoice number for parts claim
 - I. Total of all claims
 - J. Signature of repair person
4. **All defective parts must be returned to AquaMaster®**, along with the completed claim form unless AquaMaster® specifically requests that defective parts not be returned.
5. Mail completed claim form to AquaMaster® within 30 days of authorization date. Claims must be postmarked before the 30 days. Claims submitted later than 30 days after authorization date will not be allowed. ALL PAPERWORK must be returned before credits will be processed. Online submission will be available by January 1, 2020.
6. Claims will be verified and credited to your account and a credit memo will be issued and returned to your accounting department. If you do not specify an invoice to credit, we will apply credit to your account as we see fit.



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Warranty Labor Guidelines

Before you begin any warranty labor, please obtain prior authorization (See Procedures)

Factory Trained Authorized Service Center - non-warranty repairs & maintenance

Our policy is to replace defective parts with factory-supplied parts. Stock items will be shipped within 24 hours via UPS Ground.

Troubleshooting and Parts Replacement Time Allowance

Troubleshooting of unit	30 minutes
Removal & Installation:	
AquaAir Ultra compressor	1 hour
1/2 – 5HP fountains or aerators	2 hours
7.5 and larger HP fountains (up to two people)	4 hours
Travel Allowance.....	Maximum: 2 hours

The times listed below are for the replacement of parts

Electrical components in control panel (timer, breakers, etc.)	15 minutes
In-water components (propeller, float, cable, etc.)	1 hour

Labor will be credited at the rate of \$95.00 per hour, effective 01/01/2025

Factory Trained Authorized Service Center for Warranty repairs and maintenance

Troubleshooting and Parts Replacement Time Allowance

(All maximums are for the combination of Troubleshooting, Removal, Repair, & Installation)

7.5 – 15HP Units

Troubleshooting of unit	Included in hours in Removal & Installation below
Removal, Repair, & Installation:	
AquaAir Ultra compressor.....	2 hours
1/2 – 5HP fountains or aerators	4 hours
7.5 - 15HP fountains	9 hours
Travel Allowance.....	Maximum: 2 hours

There is always the potential for extenuating circumstances. If you feel you may exceed these guidelines, **you must contact the Factory in advance to obtain authorization to proceed.** If prior authorization is not obtained, your warranty claim could be denied.



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Please reference the invoice number for proper credit. Invoice Number: _____

WARRANTY CLAIM FORM

Warranty Claim numbers (Case ID) must be issued by factory prior to the repair of any unit

NOTE: All claims must be submitted **with parts** no later than 30 days from authorization date. All information on this report must be accurate and complete before any claim will be processed.

Warranty Claim Number (Case ID): _____ Date Issued: _____

Return Material Authorization (RMA) Number: _____

Distributor and Unit Information:

Customer Contact Information:

Distributor: _____

Contact Name: _____

Serial Number: _____

Company Name: _____

Model of Fountain/Aerator: _____

Address: _____

HP _____ Voltage _____ Phase _____

Date of Installation: _____

City: _____

Date Problem was Reported: _____

State/Zip: _____

Date of Last Maintenance: _____

Phone: _____

Date Unit was Repaired: _____

Reason for Repair/Cause of Problem:

** Troubleshooting: _____ Hours ** Removal/Installation: _____ Hours ** Travel Allowance: _____ Hours

Authorized Service Person: _____ Date: _____

** All hours to be rounded to the nearest quarter hour