

Pool Warranty Claim Submission

Welcome to our online pool warranty claim submission [portal](#). The system will allow you to complete the claim form electronically and immediately submit the claim. You will need your service team account number to begin a claim. If you do not have this number available, call 800-831-7133 and follow the prompts for warranty administration.

When submitting a warranty claim, the following information is required for submission and payment:

<p>Customer Information:</p> <ul style="list-style-type: none"> ○ Homeowner Name ○ Equipment Location: Address, City, State, Zip ○ Homeowner Phone Number(s) ○ Builder/Installer 	<p>Repair Information:</p> <ul style="list-style-type: none"> ○ Repair Date ○ Service Tech Name/Repaired By ○ Problem Description – Symptoms ○ Fault Code - The actual cause of the failure ○ Work Performed ○ Invoice Reference- Your identifier ○ Invoice Amount ○ Pentair Part # used to make the repair ○ Attach pictures of chemical damage (fin tubes, chem reading) or serial number verification if needed.
<p>Product Information:</p> <ul style="list-style-type: none"> ○ Date of Install (Start-Up): ex. 6/1/2099 ○ Product to be repaired (ex. Heater, Filter, Light) ○ Whole Good Part # Repaired: (ex. Pump – Part #011056) ○ Whole Good Serial Number 	

All claims must be submitted to Pentair within 15 days of the original work for payment to be issued. Any reports that are not filled out correctly will delay or void the payment process.

Service Center must receive pre-approval from a Pentair representative before replacing any whole good such as pump, filter, heater, lights, IntelliChlor Sanitizer, or automation.

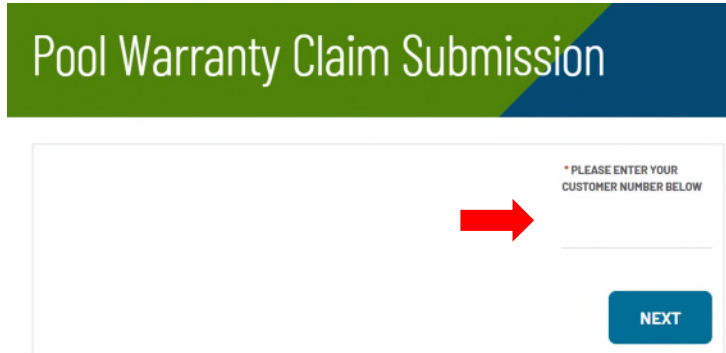


Should you have any question about the warranty period on our products, visit the link below.

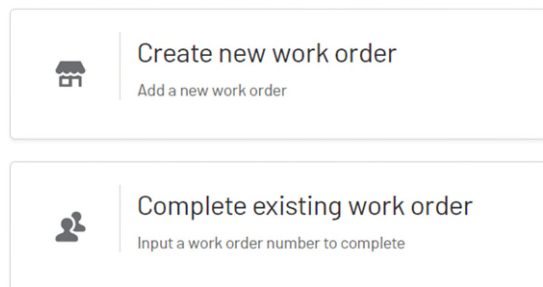
[Pentair Pool Warranty](#)

Service Team Information

- Enter **your** Pentair Service Team Account Number (Ex. BE123456) and click next.
 - Pentair Customer Number must be eight digits



- Choose the option that fits your situation.
 - To create a new work order click on **Create new work order**
 - To update an existing work order click on **Complete existing work order**



Note: Do not use the refresh button on your browser while completing the claim. This will bring you back to the main page, and the information entered will be lost.

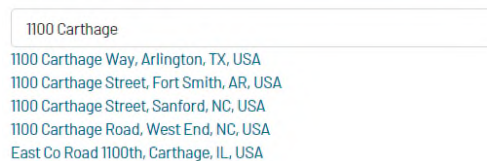
Create a New Work Order

Customer Information

- Enter the address where the equipment was serviced.
 - Use our handy lookup function to ensure the address is correct.
 - Begin typing the address in the Address Lookup box.
 - As you type, addresses will appear in the drop-down below the box. Select the correct address to auto-populate the address fields.
 - Note: if typing in Country, two characters are required (US for United States, CA for Canada)

Please enter the address where the equipment is located. Then choose a result to fill in the address.

Address Lookup



Customer Information - Continued

- Enter the customer information.
 - If entering a commercial facility, use the last name field only.
 - Do not enter dashes in the phone number.

Customer First Name	<input type="text" value="Pentair"/>	* Phone	<input type="text" value="8008317133"/>
* Customer Last Name	<input type="text" value="Test"/>	Email	<input type="text" value="you@example.com"/>

Product Repair Information

Our quality department uses the information in this section to improve the quality of our products. Please be as detailed and accurate as possible.

- Enter the Pentair **Whole Good Model Number** of the equipment you repaired. As you enter the part number, a drop-down list will appear helping you to select and confirm the correct part number.

* Whole Good Model Number

- 460730 HTR 200 MASTERTEMP NA
- 460731 HTR 200 MASTERTEMP LP
- 460732 HTR 250 MASTERTEMP NA
- 460733 HTR 250 MASTERTEMP LP
- 460734 HTR 300 MASTERTEMP NA

- The **Serial Number** of the whole good product is required. If you cannot locate your serial number, use the links below to help you find it. It is required for payment.
 - [Automation](#), [Heaters](#), [Pumps](#), [Cleaners](#), [HeatPumps](#), [Sanitizers](#), [Filters](#), [Lights](#), [Water Features](#)
 - **Problem Description** – Enter the product symptom reported by the customer.
 - Choose the appropriate **Product Group** and **Problem Code** associated with the symptom.

* Whole Good Model Number	<input type="text" value="460736"/>	* Product Group	<input type="text" value="Heaters"/>
* Serial Number	<input type="text" value="12150171654987L"/>	* Problem Code	<input type="text" value="WILL NOT FIRE"/>
* Install Date	<input type="text" value="Mar 1, 2021"/>		
* Problem Description	<input type="text" value="Customer complains heater will not fire."/>		

Next

Product Repair Information - Continued

- Choose the **Fault Code** that best fits with the equipment fault (reason for failure).
- **Property type** is mandatory.
 - Choose **Single Family Dwelling** or **Commercial Property/Apt/Community Pool**
- Choose **Self** or **Professionally Installed**. This is the installer for the product you are performing service for.

* Product Group Heaters	* Who installed the product? Professionally Installed
* Fault Code Igniter burnt out	* Who installed it? Service Team USA
* Property type Single Family Dwelling	<input type="checkbox"/> Notify builder?

Work Order Closure Repair Information

- Complete the required fields
 - **Invoice** - Your Company's invoice number. If you do not utilize an invoicing system for warranty repairs, you can list any information here that will help you reconcile your payments when you receive pay statements from Pentair. (ex: customer name, Pentair WO#, etc)
 - **Amount** – Please see your rate agreement for rate associated with repair performed
 - **Comments for Pentair** – These comments will be seen by Pentair only. They will not be shared with the homeowner or the installer.

Repaired By Tech Name that made the repair	* Repair Date Mar 2, 2021
* Invoice 4321	One Way Mileage 9
* Amount 55	Comments for Pentair Internal comment I only want Pentair to see.
* Work Performed Tested heater. Found igniter was the issue. Installed new igniter.	

Parts Information

If **no parts** were required to complete the job (diagnostic, programming, etc), de-select the button. This can be done by clicking on the green check mark shown below.

Need to add parts?
Yes



Parts Information - Continued

- If parts were used to make the repair, please leave the button selected to **Parts were used** and begin entering the part number using the drop-down section.
 - Select the part, then populate the qty used.

WERE ANY PARTS USED? Parts were used

* PARTS

Q "77707-005" in Parts

- 77707-0054 IGNITER & GASKET KIT HTR
- 77707-0057 XFMR KIT-SNGL VOLTAGE

* QTY

SEND REPLACEMENT? Yes

MORE TO ADD? All done

- If the part was **received in advance** of the repair and **you do not need replenishment**, please click the **Send Replacement** button and change to **No** to avoid a duplicate part shipment.

WERE ANY PARTS USED? Parts were used

* PARTS

* QTY

SEND REPLACEMENT? Yes

MORE TO ADD? All done

- If you used more than one part, click the button **More To Add**. Enter the part number, quantity and click next to proceed.

WERE ANY PARTS USED? Parts were used

* PARTS

* QTY

SEND REPLACEMENT? Yes

MORE TO ADD? I have more

* PART

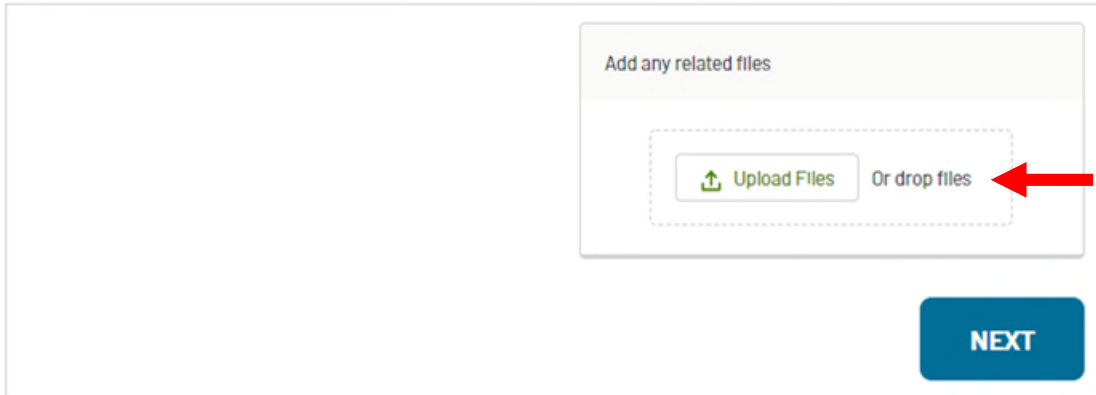
* QTY

SEND REPLACEMENT? Yes

MORE TO ADD? Inactive

Document Upload

- To upload supporting documentation for your claim Click Upload File (or you can drag and drop).

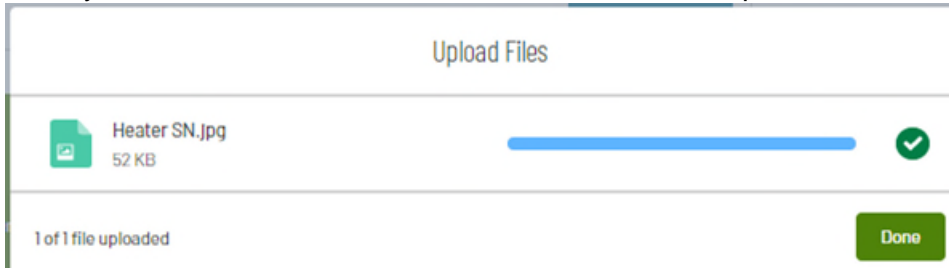


Add any related files

Upload Files Or drop files

NEXT

- Once your file has loaded click done. You can load multiple files.



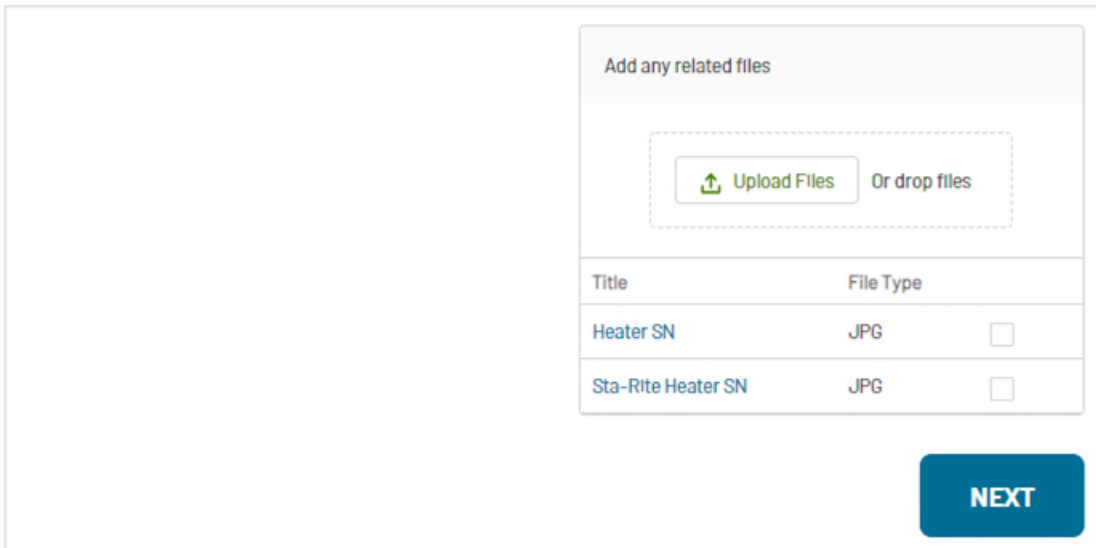
Upload Files

Heater SN.jpg
52 KB

1 of 1 file uploaded

Done

- Review the attached files and choose next.



Add any related files

Upload Files Or drop files

Title	File Type	
Heater SN	JPG	<input type="checkbox"/>
Sta-Rite Heater SN	JPG	<input type="checkbox"/>

NEXT


Work Order Completion


- Your claim has now been submitted and work order number assigned. Please ensure your pop up blocker allows you to view the number!



- Select the appropriate action to proceed
 - All done will end your session
 - I have more will bring you to the Create New/Complete WO page.

Do you have any more to process?



 All done
That's enough for now

 I have more
Let's keep going

Complete Existing Work Order

- Enter the existing work order number (including the WO-)
 - The drop-down box will list all work orders available to edit associated with your account.

* Work order search

- Complete all of the required fields just as you would for creating a new work order. (see previous instructions)

What if we need a part in order to complete a repair?

- If there is not an existing work order, you will need to create a new work order.
- Process the work order just as you would normally until you get to the "Fault Code" section.
- Select **"Part Needed For Repair" as the Fault Code**
- Enter the part information
- You will not be required to enter the work performed or payment information.
- The claim will remain open, allowing you to update and submit the work order once the repair has been completed. Make sure to update the Fault Code in order to submit the claim for payment.