



Filter Warranty Claim Form

Email the completed form and photos to admin@agentsales.com.au
Questions? Call (08) 6270 4500

OFFICE USE - CLAIM No.

Sorry your filter is giving you trouble. Please fill in what you can and email this form, with photos and your proof of purchase, to admin@agentsales.com.au. If you can't answer a question, leave it blank - we will still look at your claim. Please don't remove the filter until we ask; we may be able to sort it out from the photos. You can also lodge a claim online at poolandspa.agentsales.com.au/warranty.

1. Your details

I am a: ☐ Pool owner ☐ Pool shop / retailer ☐ Pool technician / installer

Your name

Business name (if claiming for a business)

Street address

Suburb

State

Postcode

Phone

Email

If you are claiming for a customer: pool owner's name

Pool owner's suburb

2. Purchase and filter details

Model and serial are on the tank label

Where did you buy the filter? (store or 'AGent direct')

Invoice / receipt number

Date purchased

Filter brand

Filter model / series

Serial number

Size (tank diameter, or cartridge area m2)

Date installed

Installed by

Pool size (litres, approx.)

Date you first noticed the problem

Filter type: ☐ Sand / glass media ☐ Cartridge ☐ Not sure

Problem part: ☐ Tank ☐ Valve / lid ☐ Laterals ☐ Cartridge ☐ Gauge ☐ Not sure

Pool use: ☐ Home pool or spa ☐ Commercial / public pool

3. What is the problem?

Tick all that apply

☐ Leaking from the tank or body

☐ Leaking from the valve, lid or clamp

☐ Cracked or split tank

☐ Pressure high, or rising quickly after a clean

☐ Sand or media coming back into the pool

☐ Water not clearing

☐ Cartridge torn, split or collapsed

☐ Valve handle stuck or broken

☐ Other (describe below)

Tell us what happened (when it started, anything that changed, what you have already tried)

4. Installation and cleaning

Helps us find the cause quickly

Where is the filter? (e.g. under a cover, in the open, in a pit)

Pump that feeds it (brand and size)

How often is it backwashed or cleaned?

When was it last backwashed or cleaned?

Media type, and when it was last changed

What do you clean it with? (filter cleaner, acid...)

AGent Pool and Spa - Filter Warranty Claim Form (continued)

Pressure when clean (kPa)	Pressure now (kPa)	Run time (hours per day)	Salt (ppm)	pH

Has the filter been opened or repaired? By whom?

5. Photos and documents to attach

Tick what you are sending

For your safety, turn the pump off and release the pressure at the air-relief valve before you open or inspect the filter.

- ☐ The tank label showing model and serial number
- ☐ The whole filter as installed, with the valve and pipework
- ☐ The problem - the crack, leak or damaged part, close up
- ☐ The pressure gauge while the pump is running
- ☐ Proof of purchase - receipt, invoice, or card/bank statement

6. What happens next

- We will confirm we have your claim within 2 business days and give you a claim number.
- We aim to give you a decision within 10 business days of receiving your form and photos (or the filter, if we ask for it). If we need longer we will tell you why.
- If we need to see the filter, we will tell you how to return it. If it is too hard or costly for you to send, tell us and we will arrange collection.
- If the filter has failed, we will repair or replace it, or give you a refund, as the Australian Consumer Law requires. If we find the filter has not failed, or the damage was caused by something outside our control (for example impact, or running against a closed valve), we will explain why in writing and show you what we found.

7. Your rights under the Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Any manufacturer's warranty on your filter is in addition to these rights. Filling in this form does not limit or replace any of your rights.

Claims are handled by AGent Sales & Services Pty Ltd (ABN 49 056 416 043), trading as AGent Pool and Spa, 38 May Holman Drive, Bassendean WA 6054. Phone (08) 6270 4500, email admin@agentsales.com.au.

Privacy: We collect these details only to assess and process your claim, which may include sharing them with the filter manufacturer or supplier. Ask us if you want to see or correct what we hold.

8. Declaration

I confirm the information on this form is true to the best of my knowledge.

Name	Signature (typed name is fine)	Date

OFFICE USE ONLY

Date form received	Entered in register by	Filter inspected (date)	Outcome