



Pool Pump 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 pool pump 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 pump until we ask; we may be able to sort it out from the photos.

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 pump details

Model and serial are on the motor label

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

Invoice / receipt number

Date purchased

Pump brand

Pump model

Serial number

Motor size (HP or kW)

How is it powered? (plug-in / hard-wired / timer / controller)

Date installed

Installed by

Pool size (litres, approx.)

Date you first noticed the problem

Error code on the display (if any)

Pump type: ☐ Single speed ☐ Variable speed ☐ Not sure

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

3. What is the problem?

Tick all that apply

- | | |
|---|--|
| ☐ Won't start / no power | ☐ Hums but won't turn |
| ☐ Trips the safety switch or breaker | ☐ Leaking water |
| ☐ Noisy - grinding, screeching or rattling | ☐ Overheats or cuts out |
| ☐ Poor flow / losing prime | ☐ Error code on the display |
| ☐ Other (describe below) | |

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

4. Installation and running

Helps us find the cause quickly

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

Above or below the pool water level?

Run time (hours per day)

Speed setting (RPM or %) if variable speed

Filter type (sand, cartridge, glass...)

Salt level (ppm) if a salt pool

pH

When was the pump basket last cleaned?

Has the pump been opened or repaired?

5. Photos and documents to attach

Tick what you are sending

For your safety, turn the power off before you inspect or photograph the pump, and do not open the motor or the electrical cover.

☐ The motor label showing model and serial number

☐ The pump as installed, showing the pipework and where it sits

☐ The problem - the leak, damage or the error on the display

☐ If it's noisy: a short video with sound (email or text it to us)

☐ 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 pump, if we ask for it). If we need longer we will tell you why.
- If we need to see the pump, 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 pump has failed, we will repair or replace it, or give you a refund, as the Australian Consumer Law requires. If we find the pump has not failed, or the damage was caused by something outside our control (for example flooding, running without water, or incorrect wiring), 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 pump 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 pump 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

Pump inspected (date)

Outcome