

Repair Request Form



Dealer Information:

Company: _____
 Name: _____
 Address: _____
 City: _____
 State: _____ Zip: _____
 Phone: _____
 Fax: _____
 Email: _____

Customer Information:

Name: _____
 Address: _____
 City: _____
 State: _____ Zip: _____
 Phone: _____
 Email: _____

Please provide the following along with this completed form:

1. Photos of: the entire backyard, the entire pool and deck area, the specific area(s) that require repair. It may be necessary to turn off the pool pump so the surface of the water is still.
2. Proof of purchase – Sales contract or Warranty Certificate

Pool Information

Model: _____
 Brand: _____ Serial # _____
 Color: _____ Date Installed: (month/year) _____

When did the damage occur (during shipping, setting the shell, etc.) _____

How would you categorize the area(s) in need of repair: (please check all that apply)

- chip (how large _____) hairline crack (how long _____)
 gaping crack (how long _____) discoloration (what color & size of area _____)

Have you indicated that there is a crack in the shell? yes no

Is the pool leaking through the crack? yes no If yes, how have you confirmed that?

Please provide a detailed description of the damage and where the damaged area is on the shell (steps, bench, pool floor, pool wall, wall/floor radius, etc.)

The Buyer is responsible for bracing and draining the pool and removing all hydrostatic pressure (groundwater) from under and around the pool shell.

Upon completion of the repair: I acknowledge that Latham Pool Products, Inc. has satisfactorily completed the repair of my pool. I also acknowledge and understand the following:

1. I must wait a minimum of 24 hours, but no more than 48 hours, from the time the repair was completed to begin refilling the pool.
2. I must not remove the bracing in the pool until the water level reaches the same level as the braces.
3. Water must be kept away from the pool perimeter until the pool is completely refilled.

X _____ **Homeowner or Builder Signature** _____ **Date**