1. IT’S ALL ABOUT THE CHEMISTRY! It is your responsibility to balance your water chemistry – everyone’s starting water chemistry is different. We will get your initial startup balanced, but you must maintain the balance and check chemical levels regularaly (a minimum of 2x per week is recommended). It is your responsibility to educate yourself on proper steps to balance your pools, as we cannot advise on chemical balancing – that is not a service we offer:
   1. MICHIANA POOL DOCTOR of Niles, MI offers weekly chemical service. Contact Ty via email at [contact@michianapooldr.com](mailto:contact@michianapooldr.com) to get set up and let him know Aqua Bella Pools sent you to get special discounted pricing.
   2. LESLIE’S POOL SUPPLY of Mishawaka, IN offers free water testing and will give you a print-out of your levels, including what steps and chemicals are required to balance the water with detailed instructions. Just bring them a water sample and they have all chemicals there.

CHEMICAL BALANCE IS EXTREMELY IMPORTANT AND IMBALANCE CAN NOT ONLY BE UNSAFE BUT CAN ALSO CAUSE SERIOUS DAMAGE TO YOUR POOL COATING, POOL EQUIPMENT AND FITTINGS, BUT CAN ALSO VOID YOUR WARRANTIES! If you are unsure, please ask!

1. Make sure you register your pool equipment with Pentair (hyperlink to <https://www.pentair.com/en-us/education-support/residential/product-support/product-registration.html>) through the website by clicking the link provided. You will need to do this for all equipment with a serial number (lights, EasyTouch, Pump, Filter, Salt Chlorine Generator, Heater). This should be done within 10 days of completion of the final inpsections. Use your page 1 of Contract as your proof of purchase. Pentair Tech Support will be unable to assist with basic troubleshooting of the equipment if your equipment is not registered.
2. Once the equipment is installed and running properly and the job completion is accepted, if you have issues with your equipment, please follow these steps:
   1. Call Tech Support at 1-800-831-7133 and follow the prompts to get to a representative to walk you through basic troubleshooting.
   2. If they are unable to work through the issue with you and require further diagnosis or the issue is covered under warranty, they will submit a warranty repair order (we need in order to come out and service the equipment) which will be forwarded to us for us for further service.
   3. If the repair is determined not to be a warrantied issue, please submit a ticket through our website at [www.marvinenterprises.com](http://www.marvinenterprises.com), select “Pools & Spas” and “Pool Care”. We will respond during normal business hours (Monday-Friday 9am – 5pm) to schedule your repair. Please be advised that we do not determine Pentair’s warranty eligibility, so if they are unable to cover the repair through their program, for us to do the repair, we will require a signed service agreement and repairs will be billed by time and materials.

\*\* Please note: product availability and shipping may vary; your patience is appreciated.