



**Need a copy of your invoice?**  
Please call 803-808-7700  
or email [sales@absoluteaquatics.com](mailto:sales@absoluteaquatics.com)

REPAIR FORM		
FIRST NAME	LAST NAME	
BUSINESS NAME		
ADDRESS		
CITY	STATE	ZIP
EMAIL ADDRESS	DAYTIME PHONE #	
SERIAL #		
DESCRIPTION OF THE PROBLEM (i.e. breaker tripping etc.)		
COMMENT		

Absolute Aquatics is an authorized service and repair center for Kasco Marine and Otterbine equipment. Our trained technicians are certified by these manufacturers to service and repair your aeration system, fountain, deicer or compressor according to manufacturer specifications. As an authorized service and repair center we maintain an inventory of original manufacturing parts to service and repair your equipment as well as handle all warranty claims with the manufacturer to save you time and money.

Equipment shipped to Absolute Aquatics will be evaluated and diagnosed for a minimal \$40 diagnostic fee. We will contact you with the results and a complete repair estimate to get your unit back in optimal condition. Actual repairs will not be performed until we have your approval and the diagnostic fee will be waived if you choose to have us repair your unit or if you purchase a replacement unit from us. If you choose not to proceed with a repair the equipment will be destroyed unless we are otherwise directed within 30 days of sending out the estimate.

Unless otherwise noted the customer is responsible for shipping costs both ways. If the repair of your unit qualifies as a warranty claim by the manufacturer, then shipping the unit to us is your only cost. We will repair it, process all necessary warranty claim paperwork and ship it back to you.

Please note that a fee of \$60 per hour will be assessed for cleaning excessively dirty units and float disassembly. Absolute Aquatics is **NOT** responsible for shipping damage incurred during shipment.

Absolute Aquatics warranties all repair work for one year from the date of service on all parts that were replaced.

## REPAIR PROCESS

### **Step 1: Prepare equipment for shipment**

Clean it and disassemble it from the float and control panel. Only ship the upper pump housing or wire basket for aerators and deicers. These parts protect the motor during shipping.



Package this portion only. Please enclose the power cord if possible. This will allow us to check the cord for breaks etc.

### **Step 2: Package your equipment**

Package your equipment to be repaired in a strong, sturdy box with plenty of packaging material (no packing peanuts please as they do not absorb any shock).

### **Step 3: Complete this form and enclose with unit**

Absolute Aquatics requires this completed form to be included with all repair units.

### **Step 4: Ship your equipment**

You can ship your equipment via UPS, FedEx or USPS. Be sure to request a tracking number to ensure package delivery.

**Ship to:**

***Absolute Aquatics  
Attn: Repairs  
4355 Pond Branch Road  
Leesville, SC 29070***

### **Step 5: Check e-mail for status updates**

If you give us your email address you will receive an email notification that your equipment has arrived. Please allow 3-5 business days for processing. You will receive an additional email once the diagnosis is complete.