

Service Shipping Instructions - US Origin Only

For Residential and Commercial Robotic Pool Cleaners

To help ensure that your service experience is a pleasant one, please review the following instructions carefully.

- If you do not have the original carton from your unit, be sure to select a sturdy carton that will allow packing material to surround the unit without being of excessive size.
- If the unit has been in storage, please remove the base and bag to check for wildlife. Insects, mice, lizards and even snakes have been known to take up residence inside of these units.
- Do not send the filter bag
- Only transformers for remote control units (and their remote) should be included unless you suspect a related issue or may be considering a trade-in after evaluation.
- To avoid shipping damage, carefully repack the unit and provide enough padding all the way around. The handle and track side plates are most vulnerable to damage. If applicable, unlock the handle and tuck it down against the side of the unit. If using peanuts, be sure to first bag the robot and/or transformer to keep them from getting inside. Do not use shredded paper.
- Securely tape the carton using a tape designed for shipping.
- We will contact you once we have evaluated your unit.

***** **Include a note containing your contact information and** *****
***** **the problems that you are experiencing** *****

We can contact you via your choice of email or phone.

There is no need to contact us prior to shipping unless you have questions. Use the shipping company of your choice but we suggest insuring your unit. We cannot be held responsible for shipping damage.

If you have any questions, please contact our sales department at 215-886-4717 menu option "1" or email us at sales@probotics.com

Ship to:
Probotics – Service
2878 Limekiln Pike
Glenside, PA 19038

Thank you.