

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(s).
- Power Supplies should be packed at the bottom of the carton in the center of the coiled floating cable and packing material used to stabilize it. For commercial cleaners, we recommend that Power Supplies be shipped separately unless original packaging is available.
- To avoid shipping damage, provide enough padding all the way around and use enough material that the cleaner will not shift around. The handle and track side plates are most vulnerable to damage. If applicable, unlock the handle and tuck it down against the unit. If using peanuts, be sure to first bag the robot and/or transformer to keep them from getting inside. Please 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.

If possible, please send shipment tracking via email to: sales@probotics.com
Use the shipping company of your choice, but we suggest insuring your unit.
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
222 Roesch Ave - Ste C3
Oreland, PA 19075