

Service & Repair Contact Form

In order to keep the units running in excellent condition, Aerating Fountains & Surface Aerators should be serviced every 3-4 years and Ice Eaters should be serviced every 4-5 years.

- ❖ The Power House, Inc. requires all service and repairs sent in must be accompanied by this form and marked “**Attn: Service Center**”
- ❖ Service and repairs returned should include the motor assembly and power cord when possible.
- ❖ It is the responsibility of the customer to ship and pay freight to The Power House, Inc. or an authorized service center. Our address is **10233 S Dolfield Rd, Owings Mills MD 21117**. Or you can find an Authorized Service Center at <https://thepowerhouseinc.com/service-centers/>
- ❖ **The Power House, Inc. is not responsible for shipping damage accrued in return shipment.** Please ensure to properly pack unit with appropriately sized box, packing peanuts/bubble wrap etc.
- ❖ Unless otherwise instructed, you do not need to ship the float or control panel with the unit.
- ❖ Refer to the ***Instruction and Operations Manual*** or the frequently asked questions section of our website at <https://thepowerhouseinc.com/faq/> for easy-to-follow troubleshooting tips.

Contact information should be for the primary decision maker.

Company: _____

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone Number: _____ Alternate Phone Number: _____

Email Address: _____

Preferred method of contact: (circle one) Phone or E-Mail

Describe issue with equipment:

