



CONSOLIDATED POOL & SPA INDUSTRIES INC.  
361 ROWNTREE DAIRY ROAD, UNIT 4  
WOODBIDGE, ON L4L 8H1  
Tel.: 1-905-264-6496 email: info@consolidatedpool.com

**K-STAR WARRANTY PROCEDURE FORM**  
**K-STAR TROUBLESHOOTING PROCEDURE FORM**

The following information is required prior to the manufacturer being able to either diagnose or troubleshoot an issue with any units or to be able to provide an RGA Number for the return of a defective unit for Warranty evaluation or testing.

Company / Customer name: \_\_\_\_\_

Full address with phone number: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Email: \_\_\_\_\_

1. MODEL #: \_\_\_\_\_
2. SERIAL #: \_\_\_\_\_
3. Date of Purchase/Sale: \_\_\_\_\_  
(Attach Copy of proof of sale)
4. Application Information - detailed description if heater installation:
  - a) Pool ..... / Spa..... / physical size .....or gallons / liters.....
  - b) Indoor...../ Outdoor ..... Residential..... / Commercial.....
  - c) Above Ground..... / In-Ground..... / On-Ground.....
  - d) Size of Pump – HP (horsepower of pump) .....
  - e) Chemical Usage: Chlorine...../ Salt...../ Other.....

Description of issue with Unit - please fill the information required for 5 and 6 located on page 2



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5. Unit inspected by Certified Electrician – detailed description of findings:

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6. Problem/issue reported by Customer – detailed description of findings:

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7. Attach/include picture/s of Heater installation as well of any defective part/s (indicate the location of defective part/s or any part number/s). This would help with troubleshooting and/or diagnostic.

K-Star Installation and Operation Manual - see our website: [www.consolidatedpool.com](http://www.consolidatedpool.com)  
For K-Star Warranty Policy - refer to Page 19 – outline of Warranty Coverage