

# CONTACTING THE FACTORY

## What We Need to Know When You Call Us

If you should need to call AquaCal for service or parts, please have the following information ready:

Model: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Installation Date: \_\_\_\_\_

} Look for this information on sticker located at top of front cover of this manual; otherwise, see data plate on side of heater.

} Refer to installer's invoice for this information.

Having the above information ready will speed the service process and allow us to respond more quickly. A brief but concise description of what the unit is, or is not doing, will also help us to help you.

Please call toll-free at: (727) 823-5642. We are here to serve you from 8 a.m. to 5 p.m. EST, Monday through Friday. If calling after hours, our voice mail system will handle your call. Be sure to leave your name, complete address, and telephone number.

If you prefer, you may FAX the information to: (727) 824-0847.  
(Be certain to provide your full address and a daytime telephone number.)

## Thank You !

