

## **QUICK REFERENCE GUIDE** Pool Solutions App - Start a Claim

1 Locate the Hayward Pool Solutions App on your device. Enter your username and password then tap the blue "LOGIN" button. See the <u>Create a Pool Professional Profile</u> guide to learn how to set up your account. If you already have a Hayward.com account, use your account credentials to log in.

	SOLUTIONS
	Save time managing customers, filing claims and replacing equipment.
53	USERNAME PASSWORD © SHOW
	LOGIN



Tap the "START A CLAIM" button.

	8
SOLUTIONS	
Welcome back Justin! What would you like to do?	
RECOMMEND A REPLACEMENT	
ADD A CUSTOMER	
VIEW CUSTOMERS	
START A CLAIM	





3 Enter Job/Customer Information by tapping on the "Select owner or enter below" drop-down list then select a customer from the options OR tap the "ENTER INFORMATION MANUALLY" checkbox. Complete the customer information, then tap the blue "CONTINUE" button at the bottom of the screen.

🐔 Sta	rt A Claim	8	*	Start A Claim	8
1 2 3 Customer Installation Rep	4 5 air Images Part	ts Submitted	Customer Insta	2 3 4 5 Ilation Repair Images Part	
Customer Infor	mation		Enter cit	у	
JOB/CUSTOMER NAME			STATE/PROVI	NCE	
Select owner or er	iter below	~	Select st	ate/province	•
OR			ZIP/POSTAL C	ODE	
	ON MANUALLY		Enter zip	code	
C	ONTINUE		PHONE NUME		
				CONTINUE	

Enter Pool Professional Information by tapping on the "Select installer/dealer" drop-down list then select a professional from the options OR tap the "ENTER INFORMATION MANUALLY" checkbox. Complete the professionals information, then tap the blue "CONTINUE" button at the bottom of the screen.

Start A Claim	😭 Start A Claim 😫
Customer Installation Repair Images Parts Submitted	Customer Installation Repair Images Parts Submitted
Installer/Dealer Information	Enter city
DEALER DISTANCE RADIUS	STATE/PROVINCE
50 miles 🔹	Select state/province
INSTALLER/DEALER INFORMATION	ZIP/POSTAL CODE
Select installer/dealer	Enter zip code
OR	PHONE NUMBER
ENTER INFORMATION MANUALLY	
ADDRESS	
Enter street address	CONTINUE



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5 Enter Pool Information by tapping on the "Select pool type" drop-down list then select a type based on the equipment you are repairing, not the actual body of water on the property.

Start A Claim	8	Start A Cla	im 🔒
iustomer Installation Repair Images Parts	6 Submitted	Customer Installation Repair Ima	5 6 Iges Parts Submitted
Product & Repair Information		Product & Repair Info	rmation
SELECT POOL TYPE		SELECT POOL TYPE	
Select pool type	• -	Select pool type	~
SERIAL NUMBER		SERIAL NUMBER	
Enter serial number		Enter serial number	
PRODUCT TYPE		$\sim$ $\checkmark$	Done
	~		
PRODUCT		Select poo	
	~	In Grou	nd

**6** Enter Product Information automatically by tapping on the "SERIAL NUMBER" field and entering the serial number OR enter product information manually if the serial number is unavailable. Tap, the "Select component" drop-down list then make a selection.

💦 Start A Claim 🖉	😭 Start A Claim 🔒
Customer Installation Repair Images Parts Submitted	Customer Installation Repair Images Parts Submitted
	COMPONENT
SERIAL NUMBER	Select component
21111906050410008	INSTALLATION DATE
PRODUCT TYPE	Enter installation date
Pumps 🗸	FAILURE DATE
PRODUCT	Enter failure date
TriStar VS 950	REPAIR DATE
MODEL NUMBER	Enter repair date
SP32950VSP 🗸	PROBLEM REPORTED
ACCESSORY/COMPONENT SERIAL #	Select problem reported





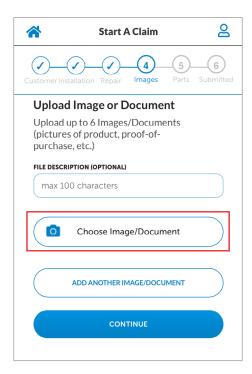


**Enter Repair Information** for the effected component by tapping on the checkbox of that component then tap the blue "CONTINUE" button on the bottom of the screen. Complete the fields then tap the blue "CONTINUE" button once more.

😚 Start A Claim	2	🕎 Start A Claim	2	*	Start A Claim	8
Customer Installation Repair Images	Parts Submitted	Customer Installation Repair Images	-5-6 Parts Submitted	Customer Installatio	3 4 5 Repair Images Part	)6 s Submitted
SELECT COMPONENT		PH-Pump Housing		Enter repair of	late	
BE-Bearings		SE-Seal				
BK-Basket		SH-Strainer Housing		Select proble		~
DN-Ddskel		SP-Seal Plate		PROBLEM FOUND		
CA-Capacitor		WH-Wire Harness		Select proble	em found	•
CB-Circuit Board		ZZ-Other		Select repairs		~
CV-Cover/Lid						
DR-Drive		CONTINUE			CONTINUE	



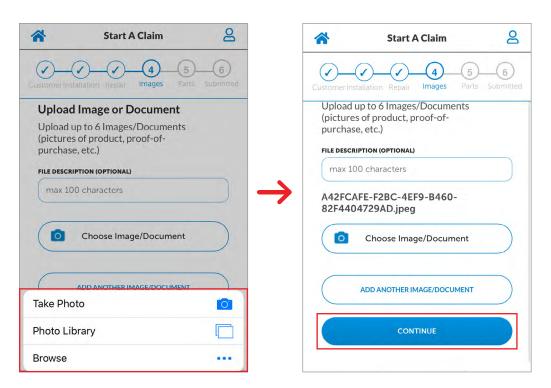
**Upload a Media File** by tapping the "Choose Image/Document" button. You may add up to 6 media files.







Select the file you wish to upload then scroll down and tap the blue, "CONTINUE" button.



**Enter Part Information** by tapping on the empty fields and selecting a part number from the list available OR enter part number information manually.

*	Start A Claim	8		Customer Installation Repair Ir	nages Parts Submitted
Customer Insta	allation Repair Images	5 6 Parts Submitted		Parts Used	
Parts U	sed		-	Qty: Part Number: Des	cription: Replace
Qty: Part	Number: Description:	Replace	$\rightarrow$	HCXP3400DR   DRIVE-ECO HCXP3400DRVR   DRIVE-EC RELEAS SPX3021R   IMPELLER RINC	COSTAR C, VACUUM
			-	SPX3025CKIT_LKIT-IMPELLI	
					Done
				Q W E R T Y	Y U I O P H J K L
	ADD ANOTHER PART			★ Z X C V	B N M 🗵



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**11** Tap the "Replace" checkbox of each line item entered, then tap the blue, "SUBMIT" button at the bottom of the screen.

Start A Claim	A Start A Claim 🔒
CustomerInstallation Repair Images Parts Submitted	Customer Installation Repair Images Parts Submitted
Parts Used	
Oty:     Part Number:     Description:     Replace       1     SPX4000Z:     ORING DII     Image: Control of the second	
	ADD ANOTHER PART
	COMMENTS
	SUBMIT
CUSTOMERS START A CLAIM REPLACE	CUSTOMERS START A CLAIM REPLACE

12 On your desktop or laptop computer, open a browser and log into your www.totallyhayward.com account and click the "Warranty Claim" tab.

<b>HAYWA</b>	RD	f 👑	e 🔊 in 9	D			
Products Totally Hayward Program		ferrals Rebates	Tech Services	MAP Policy	Hayward University	Contact	Help
Technical Services					Welcome: Hayward	Clemmons, C	lemmons, NC Log_out
Mobile Training Center					1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	S. Mar	1997
Register For Training	18 · · ·		a salating	States of		N/	is a set
Warranty Claim	CARACTER AND AND A CALL OF	HULLING HULLING					
Return Non Claim Items	ittilleten unter förnlit s	nonit Muturel			The second s		
Splash Newsletter				in .		N	mark
Distributor Registration	-					Section of the	
News & Announcements					and the second		
Troubleshooting Guides							
HASC Service Partner						the second	







ge Clair n.	n ID:	1	Customer Name:		Status: Mobile Submission	
er Fron	n:		То:		Payment N	lumber:
in 10/2	22/2019	•	11/21/2019	( <b>o</b> )		
	show Claim		Show Payment		Search	Reset Form
0	laim ID	Cus	tomer Name	Date Su	ubmitted	Status
1	W791660	Je	eremy Urbach	11/2	1/2019	Mobile Submission
7	N790772	La	uren Merenda	11/14	4/2019	Mobile Submission

**14** Click on the Claim ID number you would like to review/edit.

Update ould like to let you know that we will updating the logic of our Required keturn Parts program on Monday, 19/19. The logic will be updated to mpt you to return all parts that fail n 30 days of installation. The change logic will give us better ability to ntify and correct products that may issues within 30 days of installation. e let your District Technical Manager now if you have any questions or concerns. <u>1 Service HASC Update - Required Return Parts Program Update &gt;</u> Past >	+ <u>Submit a War</u> + <u>Submit Sales</u> Claim ID:			Status:		
					Mobile S	Submission •
	From:		To:		Payment I	Number:
	10/22/2019	• •	11/21/2019			
	Show Claim		Show Payment		Search	Reset Form
	Claim ID	Cus	Jeremy Urbach 11/2		Submitted	Status
	W791660	Je			21/2019	Mobile Submission
	<u>W790772</u>	La			14/2019	Mobile Submission
	Manage Re	turns	to Haywarc	i		





Click the gray, "Submit" button at the bottom of the page to complete your claim.

1   1   I   Add Another Part
Check "Replace" for parts that should be replaced per agreement with Hayward. Please hold all claimed parts, that do not need to be returned back to Hayward, for 30 days or until the claim has been processed.
Labor: paid at contracted rate
Comments:
Submit Reset Form + Back to Claim List

