



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.

- ❖ Powercat Outdoors requires that all service and repair must be accompanied by this form and marked "Attn: Service"
- ❖ Service and repairs returned should include the motor assembly and the power cord when possible.
- ❖ It is the responsibility of the customer to ship and pay freight to Powercat Outdoors we can provide customer with a label if needed by calling 785-256-0727. Our shipping address is **435 New York Ave, Holton, KS 66436.**
- ❖ **Powercat Outdoors is not responsible for shipping damage accrued in the return shipment.** Once it leaves our facility we have no control over the shipping company and their actions. Please ensure too 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 The Bearon Aquatics, Inc. website <https://www.bearonaquatics.com/resources/faqs/> 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 Email

Describe issue with equipment:



435 New York Ave – Holton, KS 66436 – Phone 785-256-0727 – Fax 785-364-9351

powercatoutdoors@gmail.com – www.powercatoutdoors.com