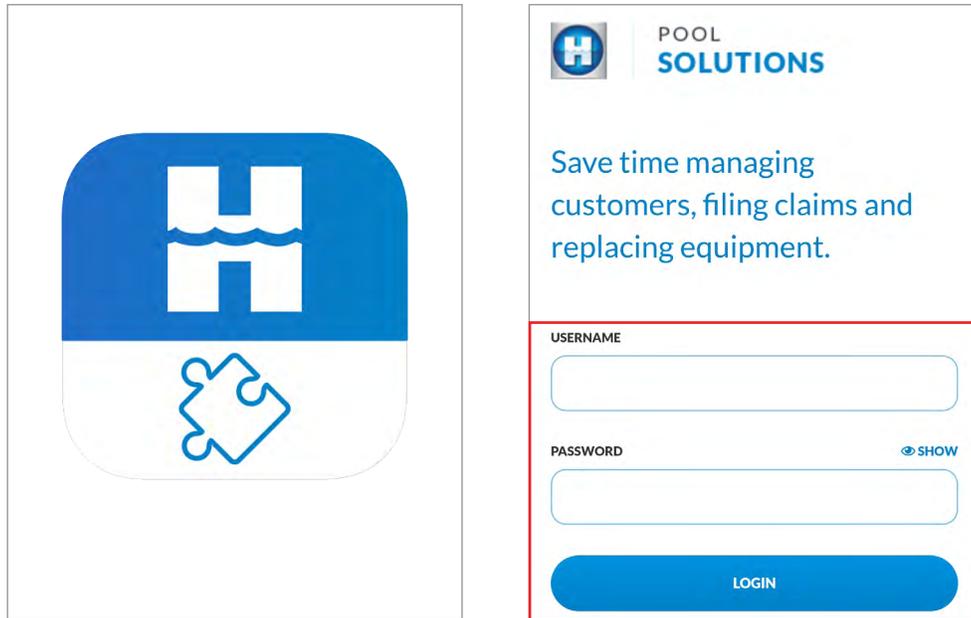


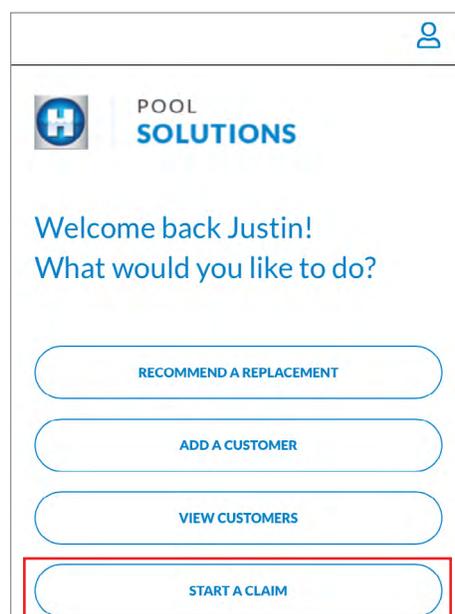
QUICK REFERENCE GUIDE

Pool Solutions App - Start a Claim

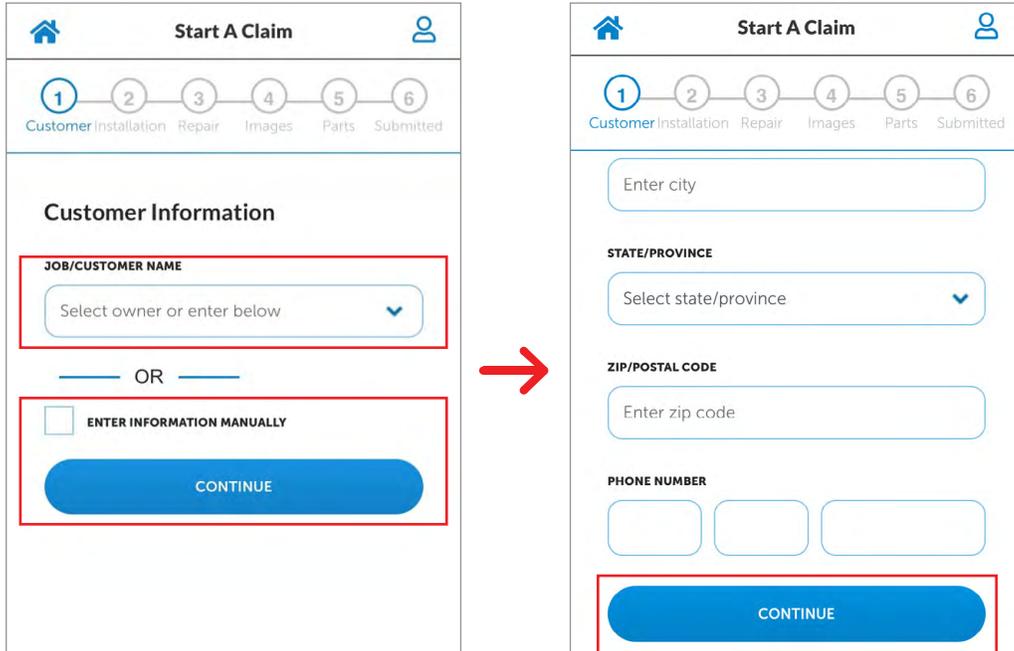
- 1 Locate the Hayward Pool Solutions App on your device. Enter your username and password then tap the blue “LOGIN” button. See the [Create a Pool Professional Profile](#) guide to learn how to set up your account. If you already have a Hayward.com account, use your account credentials to log in.



- 2 Tap the “START A CLAIM” button.



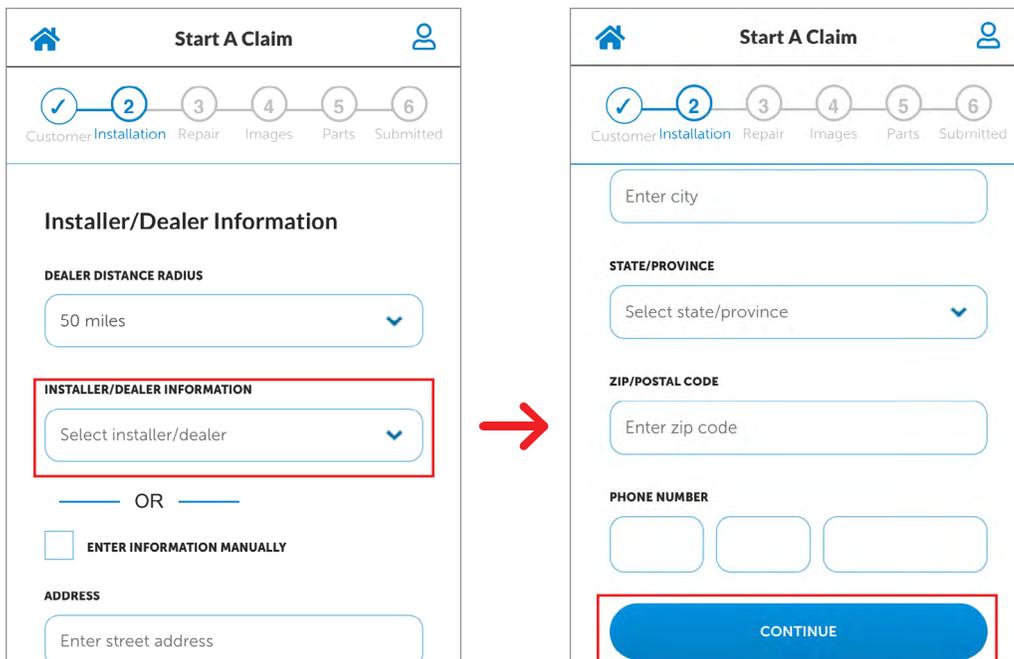
- 3 Enter Job/Customer Information** by tapping on the “Select owner or enter below” drop-down list then select a customer from the options OR tap the “ENTER INFORMATION MANUALLY” checkbox. Complete the customer information, then tap the blue “CONTINUE” button at the bottom of the screen.



The first screenshot shows the 'Start A Claim' screen with a progress bar at the top. Step 1 'Customer' is highlighted. Under 'Customer Information', the 'JOB/CUSTOMER NAME' section has a dropdown menu with 'Select owner or enter below' and a red box around it. Below this is an 'OR' separator and a checkbox for 'ENTER INFORMATION MANUALLY'. A blue 'CONTINUE' button is at the bottom, also highlighted with a red box. A red arrow points to the second screenshot.

The second screenshot shows the same screen with the dropdown menu open. The 'CONTINUE' button is now highlighted with a red box. The form fields include: 'Enter city', 'STATE/PROVINCE' dropdown, 'ZIP/POSTAL CODE' field, and 'PHONE NUMBER' fields.

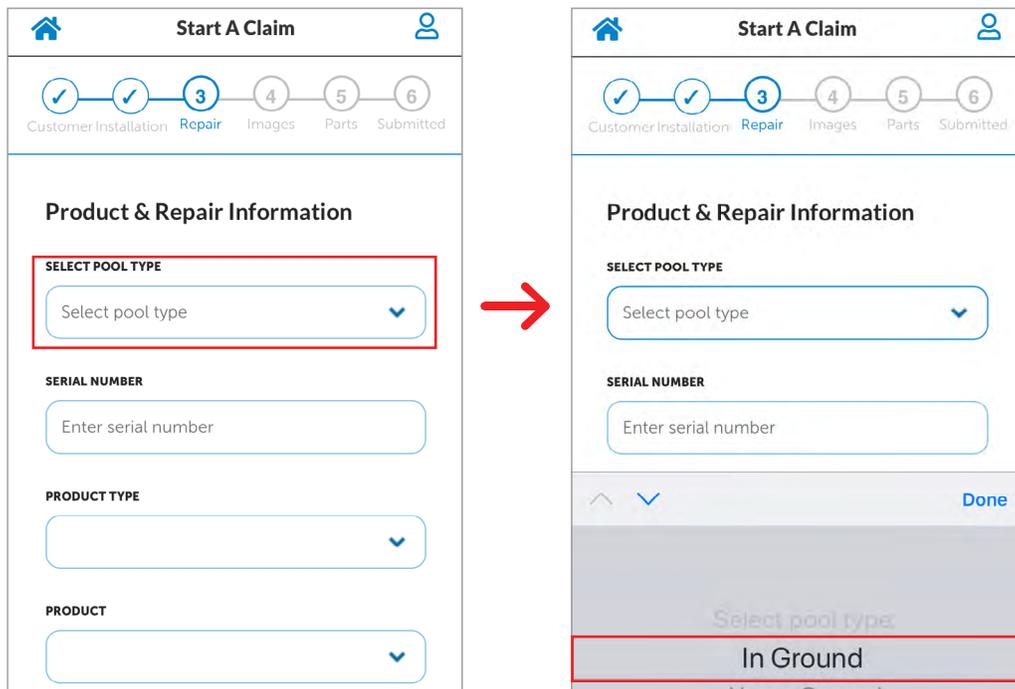
- 4 Enter Pool Professional Information** by tapping on the “Select installer/dealer” drop-down list then select a professional from the options OR tap the “ENTER INFORMATION MANUALLY” checkbox. Complete the professionals information, then tap the blue “CONTINUE” button at the bottom of the screen.



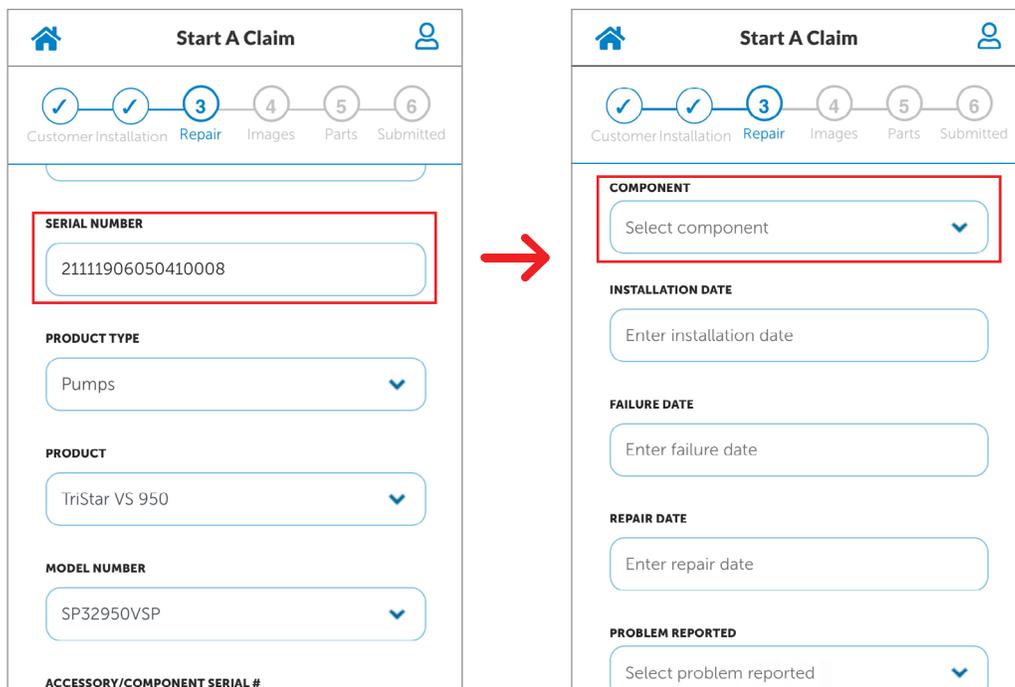
The first screenshot shows the 'Start A Claim' screen with a progress bar at the top. Step 2 'Installation' is highlighted. Under 'Installer/Dealer Information', the 'DEALER DISTANCE RADIUS' is set to '50 miles'. The 'INSTALLER/DEALER INFORMATION' section has a dropdown menu with 'Select installer/dealer' and a red box around it. Below this is an 'OR' separator and a checkbox for 'ENTER INFORMATION MANUALLY'. An 'ADDRESS' field with 'Enter street address' is at the bottom. A blue 'CONTINUE' button is at the bottom, highlighted with a red box. A red arrow points to the second screenshot.

The second screenshot shows the same screen with the dropdown menu open. The 'CONTINUE' button is now highlighted with a red box. The form fields include: 'Enter city', 'STATE/PROVINCE' dropdown, 'ZIP/POSTAL CODE' field, and 'PHONE NUMBER' fields.

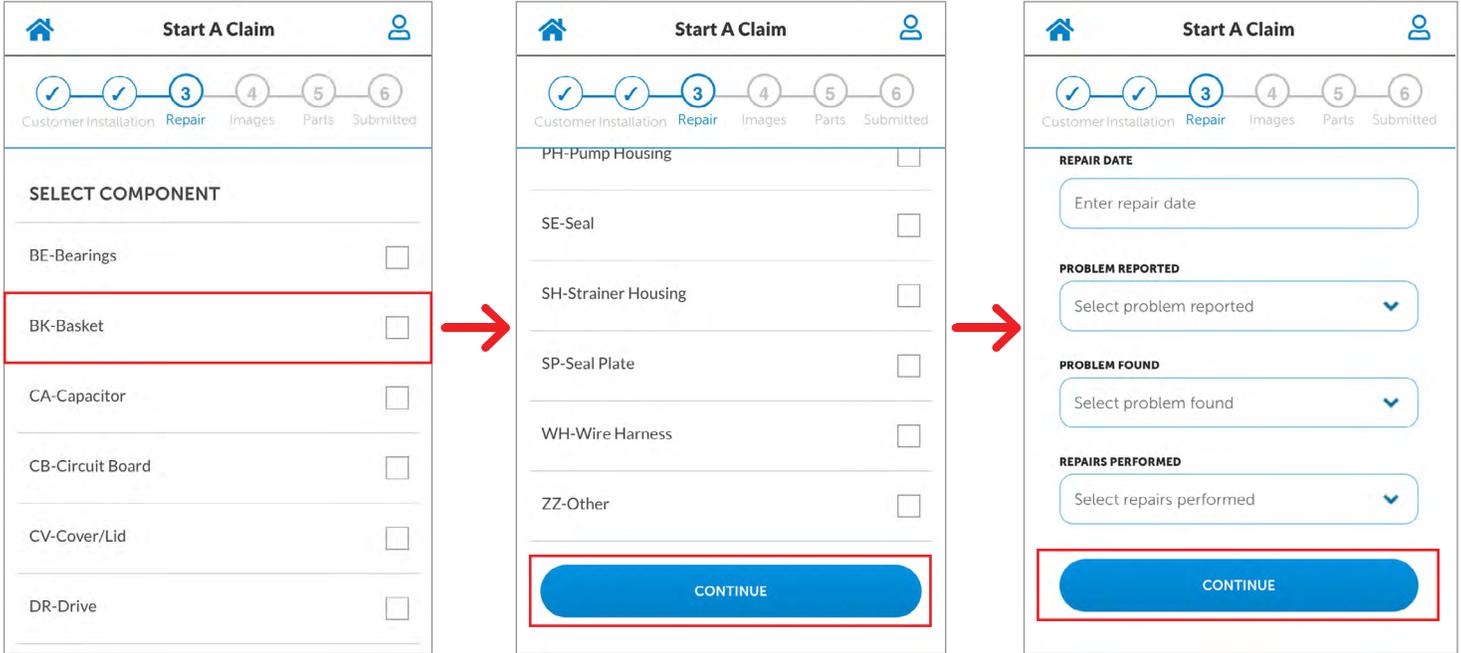
5 Enter Pool Information by tapping on the “Select pool type” drop-down list then select a type based on the equipment you are repairing, not the actual body of water on the property.



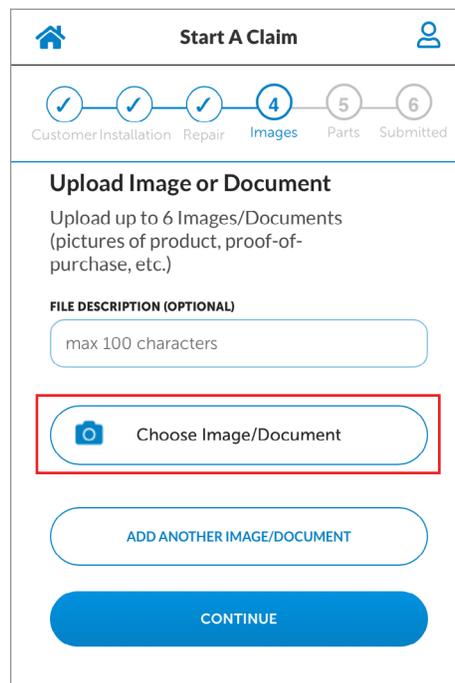
6 Enter Product Information automatically by tapping on the “SERIAL NUMBER” field and entering the serial number OR enter product information manually if the serial number is unavailable. Tap, the “Select component” drop-down list then make a selection.



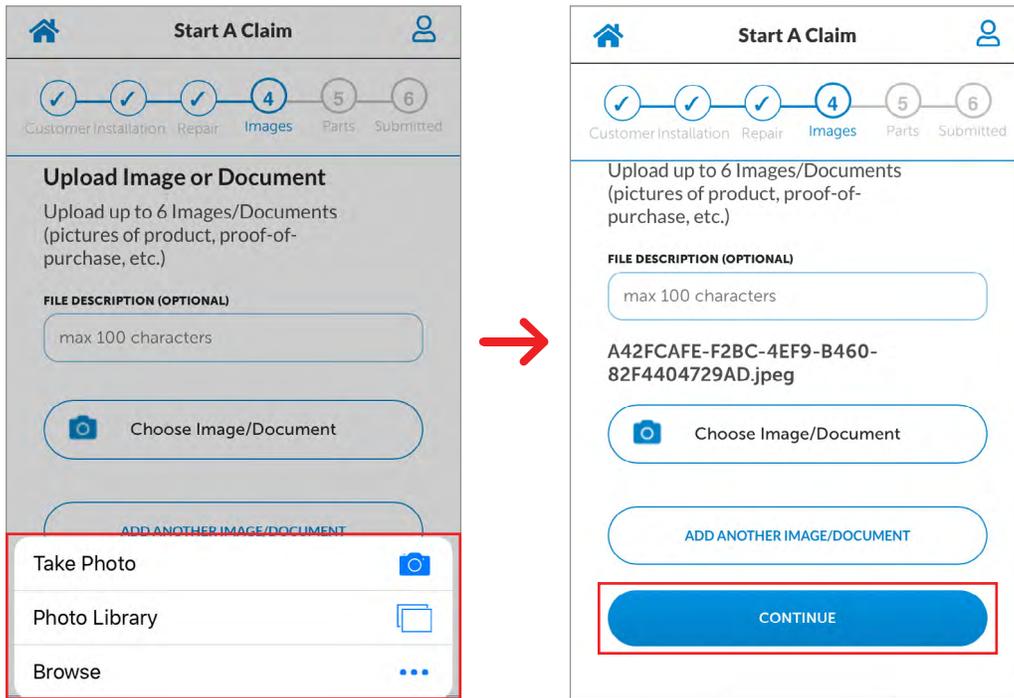
7 Enter Repair Information for the effected component by tapping on the checkbox of that component then tap the blue “CONTINUE” button on the bottom of the screen. Complete the fields then tap the blue “CONTINUE” button once more.



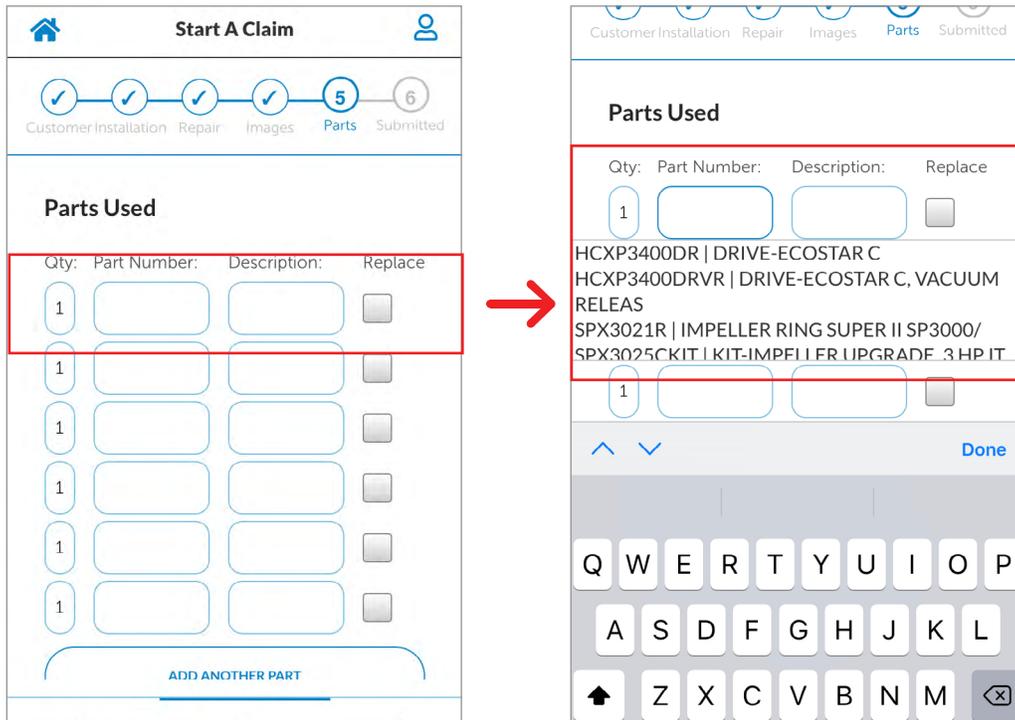
8 Upload a Media File by tapping the “Choose Image/Document” button. You may add up to 6 media files.



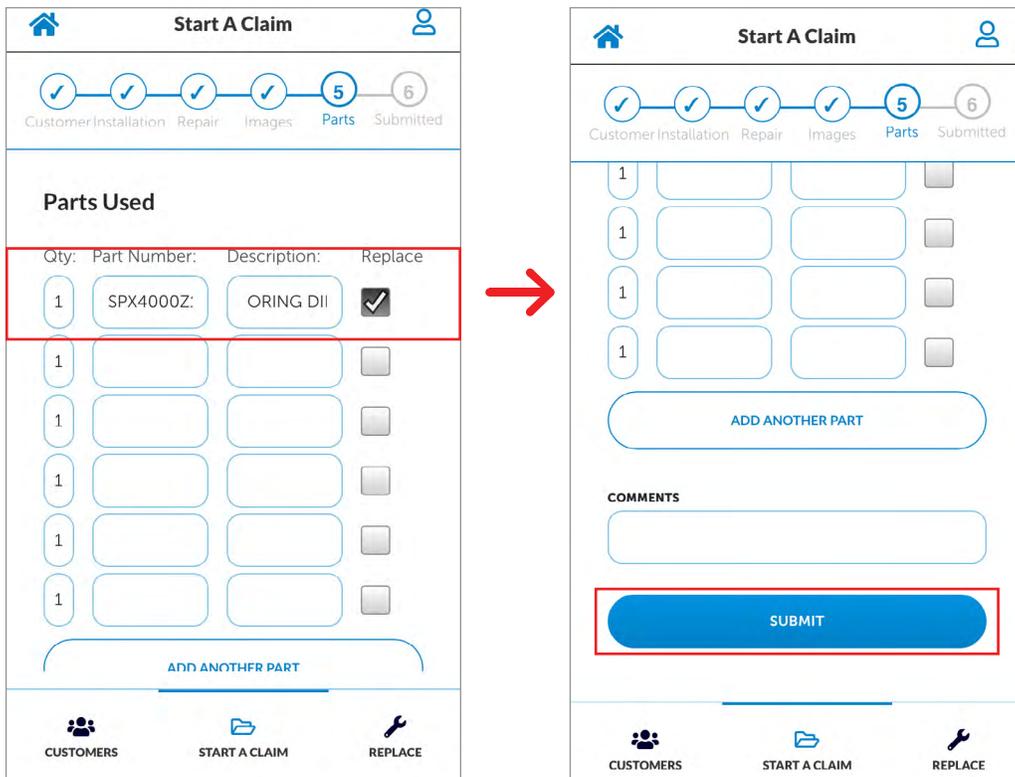
9 Select the file you wish to upload then scroll down and tap the blue, "CONTINUE" button.



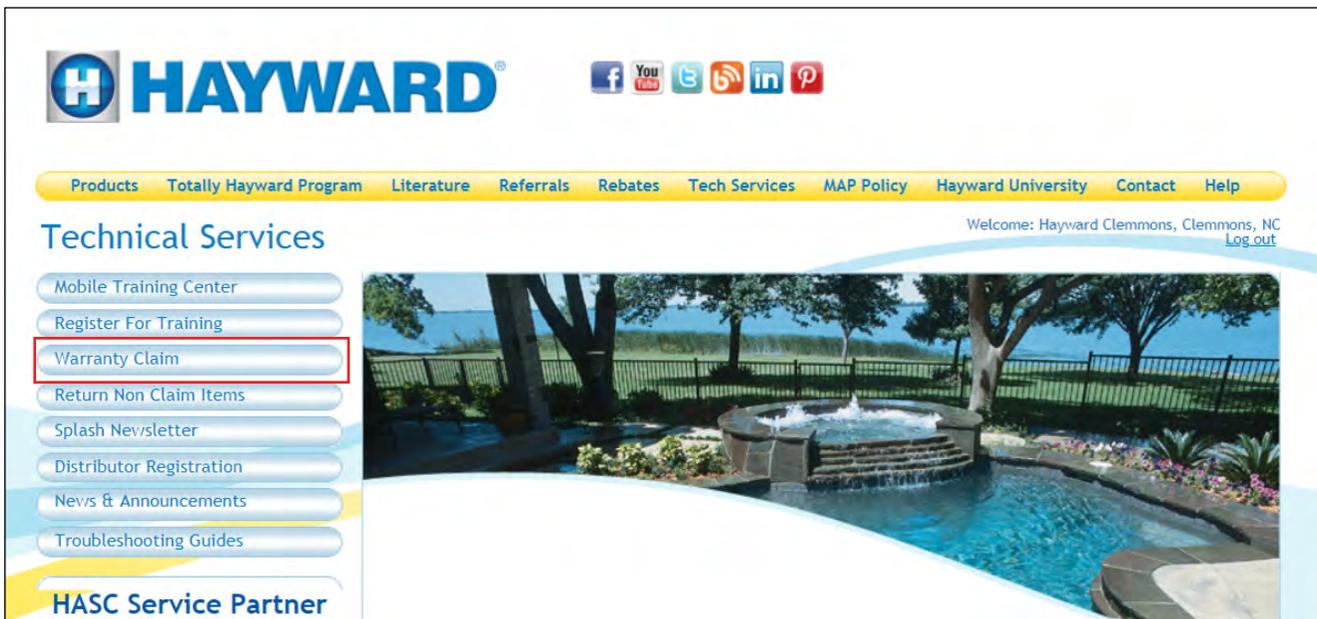
10 Enter Part Information by tapping on the empty fields and selecting a part number from the list available OR enter part number information manually.



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



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



13 Click the “Status” dropdown list and select “Mobile Submission”.

Update

you know that we will update the logic of our Required Return Parts program on Monday, 11/29/19. The logic will be updated to prompt you to return all parts that fail within 30 days of installation. The change in logic will give us better ability to identify and correct products that may have issues within 30 days of installation. Please let your District Technical Manager know if you have any questions or concerns.

[Service HASC Update - Required Return Parts Program Update >](#)

[Past >](#)

[+ Submit a Warranty Claim](#)
[+ Submit Sales Accommodation](#)

Claim ID: **Customer Name:** **Status:** Mobile Submission ▼

From: **To:** **Payment Number:**

Show Claim Show Payment

Claim ID	Customer Name	Date Submitted	Status
W791660	Jeremy Urbach	11/21/2019	Mobile Submission
W790772	Lauren Merenda	11/14/2019	Mobile Submission

[Manage Returns to Hayward](#)

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

Update

would like to let you know that we will be updating the logic of our Required Return Parts program on Monday, 11/29/19. The logic will be updated to prompt you to return all parts that fail within 30 days of installation. The change in logic will give us better ability to identify and correct products that may have issues within 30 days of installation. Please let your District Technical Manager know if you have any questions or concerns.

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[Past >](#)

[+ Submit a Warranty Claim](#)
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Claim ID: **Customer Name:** **Status:** Mobile Submission ▼

From: **To:** **Payment Number:**

Show Claim Show Payment

Claim ID	Customer Name	Date Submitted	Status
W791660	Jeremy Urbach	11/21/2019	Mobile Submission
W790772	Lauren Merenda	11/14/2019	Mobile Submission

[Manage Returns to Hayward](#)

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

1	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
1	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

*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:

Comments:

Authorization Number:

[+ Back to Claim List](#)