



# Customer Support Form

To expedite your product repair, please follow these steps:

1. No pre-authorization is necessary to return a product for repair.
2. Complete this form and include it with your return.
3. For warranty service (pumps less than one year old), enclose a copy of your receipt with your return. If you cannot provide a receipt, please try to get one from your EcoTech reseller. If a copy of the purchase is not available and you did not register your warranty at www.ecotechmarine-asia.com, your warranty will be based upon your pump's serial number. If any charges will apply to your service request, we will contact you with these charges prior to authorizing any repairs. Return shipping will be included free-of-charge for warranty service.
4. For out-of-warranty service, please include credit card payment information on this form. We will contact you prior to authorizing any repairs or servicing your pump. These charges will include return shipping.
5. Ship your pump to:

**Pacifica International Sources Inc Pte Ltd**  
**MacPherson Road Post Office**  
**PO Box 109**  
**Singapore 913404**

*After removing the pump from the aquarium, place the pin spacer back on the dry side of the pump in its "storage" setting. Also, rinse off the wet side of the pump in freshwater and dry it thoroughly and pack the wet side within a plastic bag separate from the other components to avoid causing moisture damage during transit. Pacifica International will not be held responsible for any damages due to moisture or improper shipping. We recommend that you ship the unit insured and with a tracking number.*

### CUSTOMER INFORMATION *(please fill out completely)*

Name:		Email:	
Mailing Address:			
Contact Number:	(Day)	Vendor Name:	
	(Evening)	Vendor Location:	

**NOTE: WE WILL NOT SHIP TO P.O. BOX ADDRESSES**

### PRODUCT INFORMATION *(what product you are returning for service)*

Model Number	Serial Number	Date of Purchase	Problem

#### Please check all that apply

- The driver power on but the propeller does not spin.
- The green light on the power supply does not light up.
- The green light on the power supply is on but LED on the driver does not light up.
- When trying to move the propeller by hand, it does not budge and seems very tight.
- The driver is blinking/flashing different colors but the pump does not start. Please indicate what color is blinking: \_\_\_\_\_
- The pump falls off the aquarium periodically. Please indicate how often? \_\_\_\_\_
- There is excessive rattling noise coming from the wet side of the pump.
- There is excessive motor noise coming from the dry side of the pump.
- Others: \_\_\_\_\_

#### Credit Card Information for Out-of-Warranty Pump

Billing Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Type of Card:     VISA  
                        MasterCard

Card Number: \_\_\_\_\_  
 V-Code: \_\_\_\_\_  
 Expiration Date:            Month            Year  
                

If you have any queries, please contact  
 Customer Service Department  
 Pacifica International Sources Inc Pte Ltd  
 EcoTech Marine Asia Distributor  
 Tel: +65.9199.5115 Fax: +65.6844.3711  
 Email: service@ecotechmarine-asia.com