

SwimSense - AquaColors

Warranty Procedure

All SwimSense AquaColors lights carry a standard 3-year warranty. Claims may be processed by either the distributor or the pool professional.

Step 1 — Submit a claim. Email warranty@swimsenseusa.com with your full contact information and the reason for the warranty request.

Step 2 — Receive your RMA. A SwimSense representative will reach out to issue an RMA number within 24hrs for the light in question. Please have ready the serial number (located on the light itself) and the production date.

Step 3 — Interim replacement (optional). Once the RMA has been logged, distributors or pool professionals who stock the same model may install a unit from their own inventory as an interim replacement while the warranty light is in transit.

Step 4 — Confirm shipping. Provide your complete shipping information. A new light will be shipped to you with prepaid shipping, along with a prepaid return label for the light in question.

Step 5 — Return the defective light. Using the prepaid return label, place the light in question in the replacement light's box and drop it off at your most convenient shipping location.

Note: When returning the light, we only need about 12" of cord-please do not return the entire cable.

Step 6 — Engineering review. Once the returned light has been reviewed by the SwimSense engineering team and a failure mechanism has been confirmed as a manufacturing defect, the claim is closed as approved.