



## SERVICE CALL FORM (ONLINE CLAIM)

We invite you to use the **online claim form** for any service call or claim request regarding your spa in order to provide you with the best possible service.

Using this form, you must **provide us with important information**:

- Are you the **consumer** or the **retailer**?
- If you are a customer, you will also need to **identify the store** where you purchased our products.
- Send a **proof of purchase** and the **spa serial number** (see annex for details).

[https://innovaspa.com/en\\_us/service-call](https://innovaspa.com/en_us/service-call)

Password: **abc123**

Feel free to add **any additional information** in the description box. These details will help us to better understand your needs.

Once submitted, you will receive a **confirmation email with your claim number**. You may use your claim number for further reference.



**Having any questions? You may contact our service department by phone**

1 866 995-8646, ext. 226 or 227



## WHERE IS THE SPA SERIAL NUMBER?

Depending on your model, the serial number can be found in these places:



Under the skimmer cover



On the front, at the bottom  
(top side panel)

**Having any questions? You may contact our service department by phone**

**1 866 995-8646, ext. 226 or 227**